




Central Office


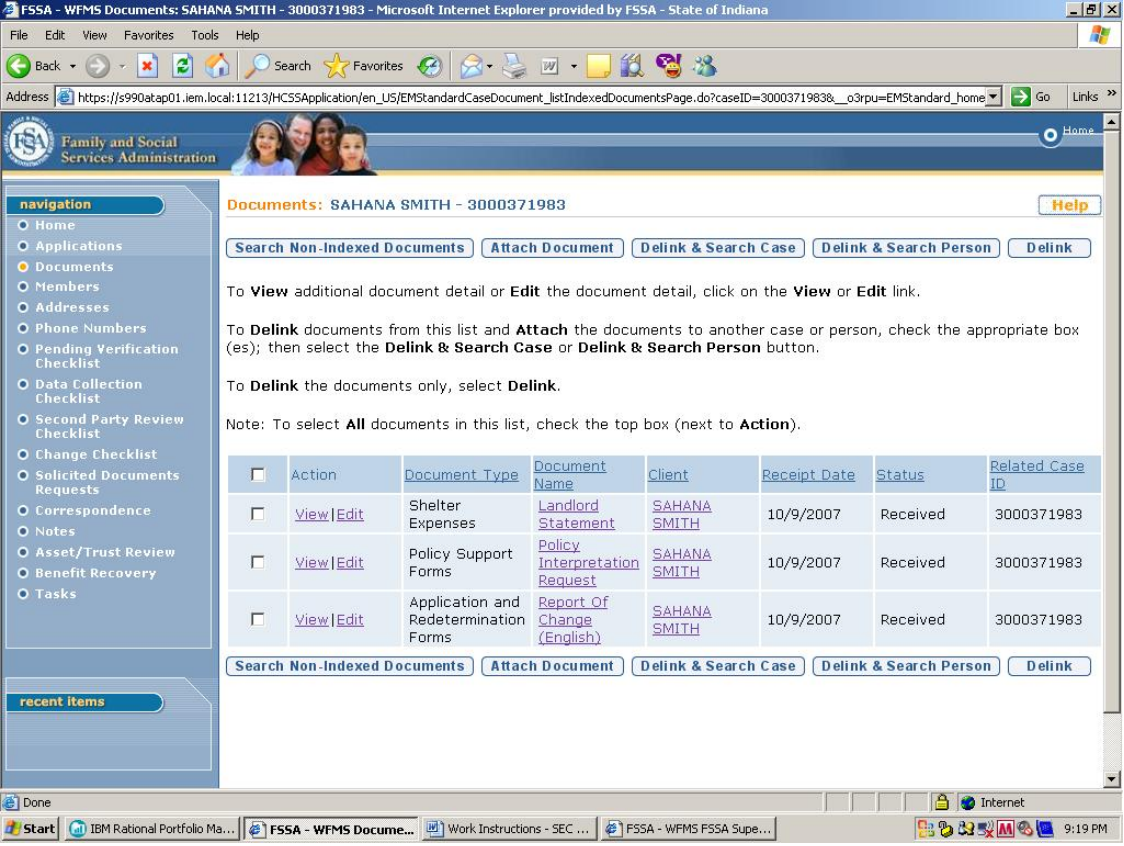
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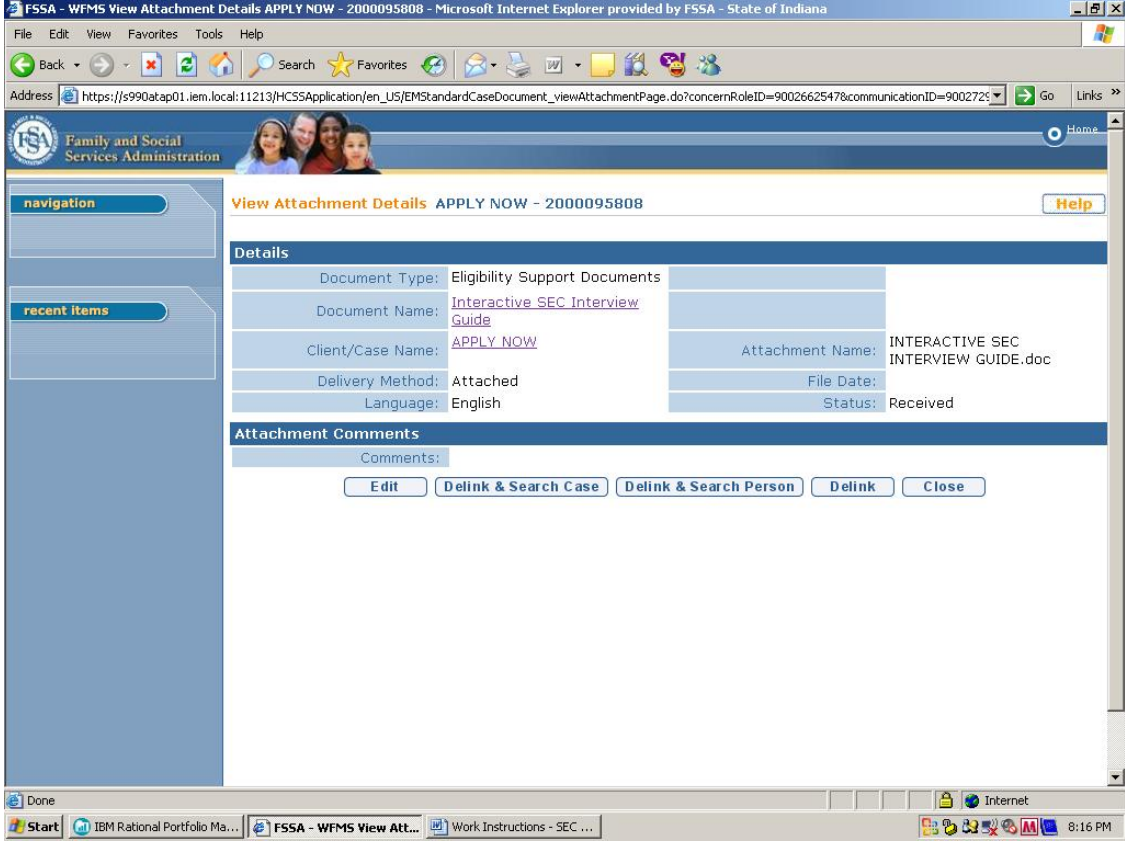

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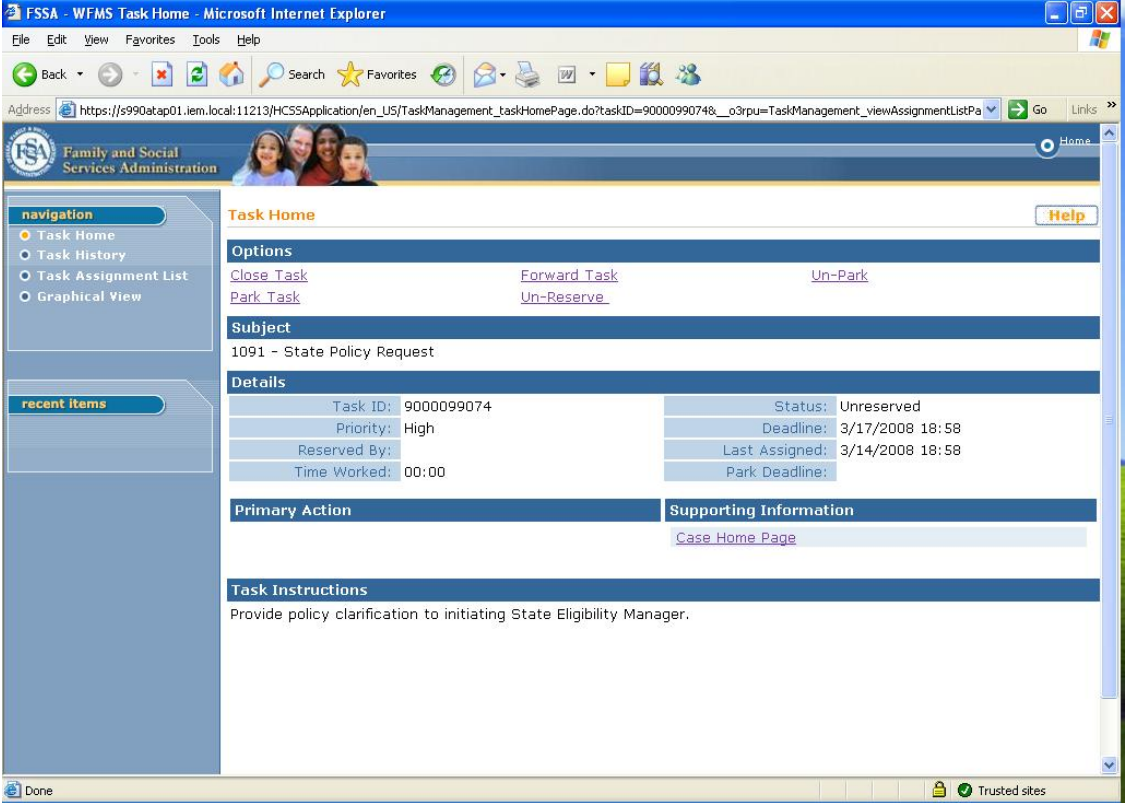
1.0 State Policy Request

State Policy will receive this task from either an SEM or the ACS Help Desk requesting a policy interpretation/clarification. The question will be contained on the “Policy Interpretation Request/Response” form which will be attached to either an application or case.

Step	State Policy Request
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Provide policy clarification to initiating State Eligibility Manager or ACS Help Desk.</p>
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to access case information.</p>

Step	State Policy Request
4.	<p>From the <i>Application</i> or <i>Case Home Page</i> click on Documents in the Left Navigation.</p>  <p>The WFMS will navigate to the <i>Document Home Page</i>.</p>
5.	<p>From the <i>Documents</i> page click view of the “Policy Interpretation Request/Response” form.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access the “Policy Interpretation Request/Response” form.</p>

Step	State Policy Request
	
7.	<p>The “Policy Interpretation Request/Response” form will indicate the program(s) and question(s) to be resolved.</p> <p style="text-align: center;">POLICY INTERPRETATION REQUEST/RESPONSE</p> <div style="border: 1px solid black; padding: 5px;"> <p>Request Submitted By: <input type="text"/></p> <p>Requestor's Location: <input type="text"/></p> <p>Date Submitted: <input type="text"/></p> </div>
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the State Policy Request task.</p>

Step	State Policy Request
	 <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

2.0 State Policy Response (ACS Help Desk)

State Policy will create this user selected task and modify/attach the “Policy Interpretation Request/Response” form with their answer in WFMS to notify the ACS Help Desk to review their response.

Step	State Policy Response
1.	State Policy will complete the response portion of the “Policy Interpretation Request/Response” form with their answer. The Form will be modifiable while in WFMS. You will be prompted to save the document after modifying the form.
2.	After modifying the form with their response State Policy will create the user selected “ State Policy Response ” task which will be routed automatically to the ACS Help Desk. REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1

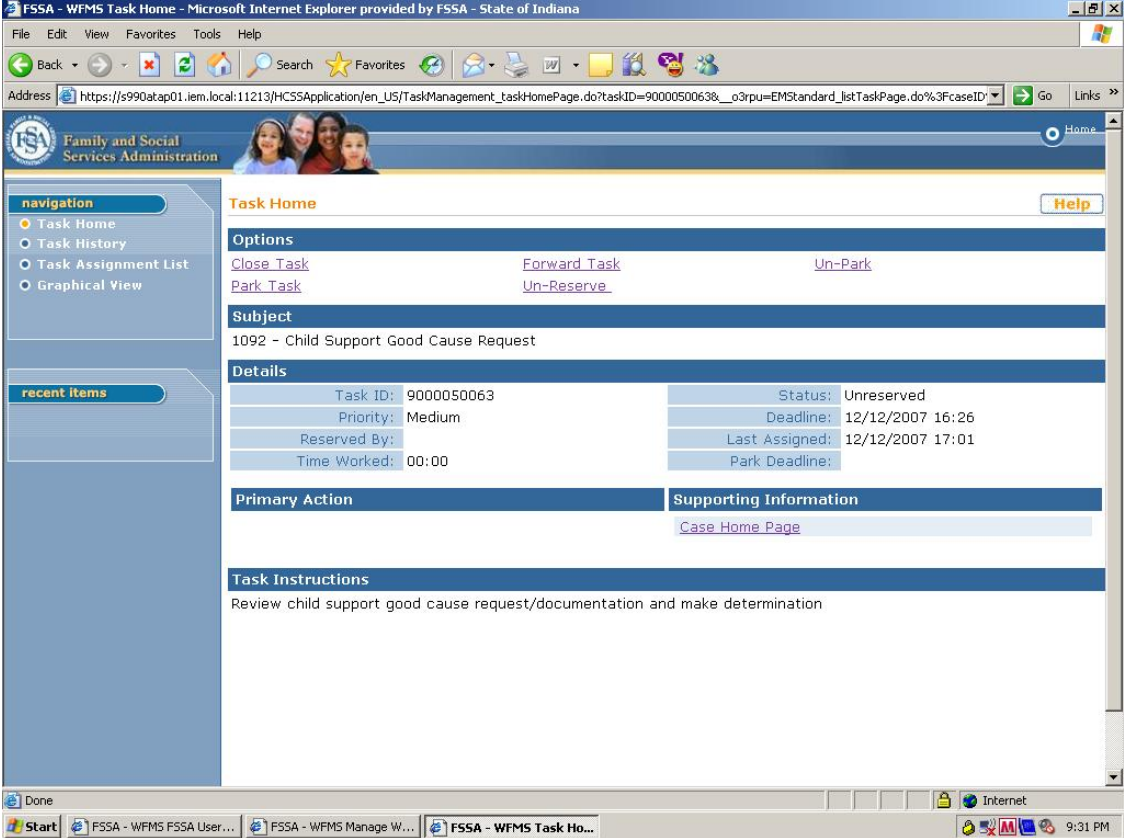


3.0 State Policy Response (SEM)

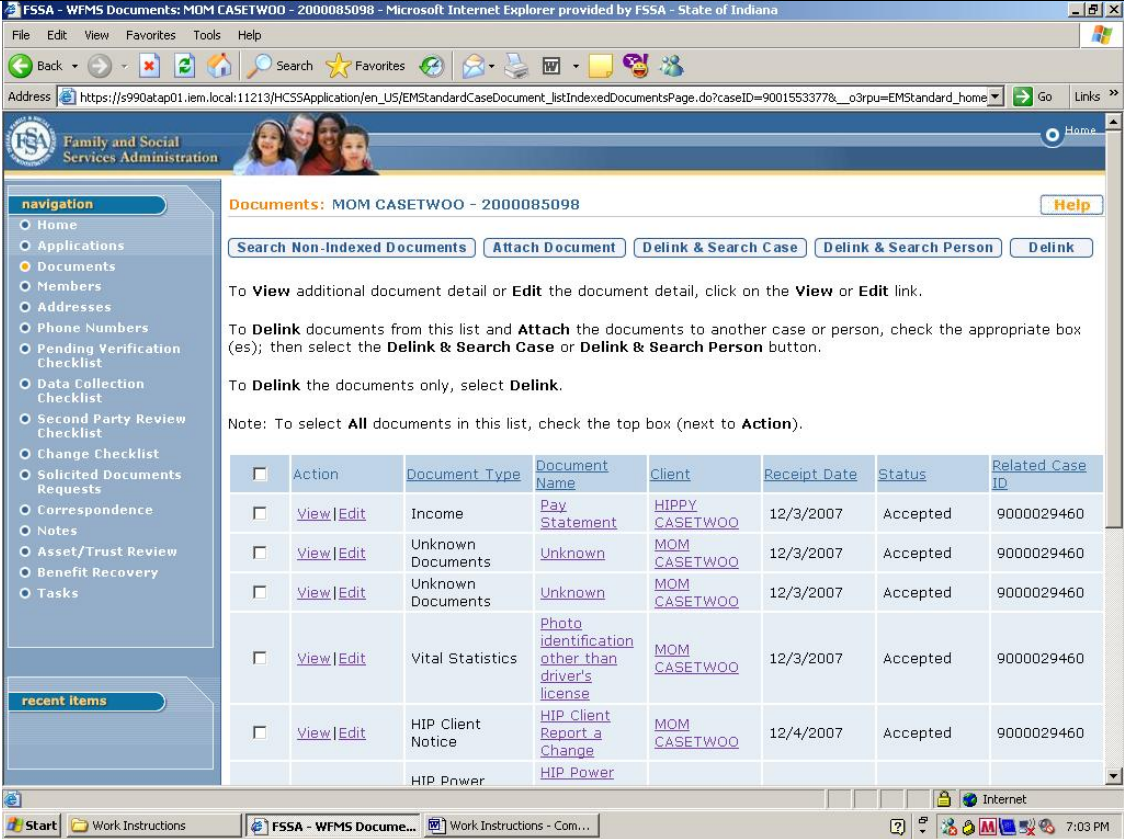
State Policy has modified the “Policy Interpretation Request/Response” form with their answer in WFMS and creates a user defined task to notify the SEM to review the answer.

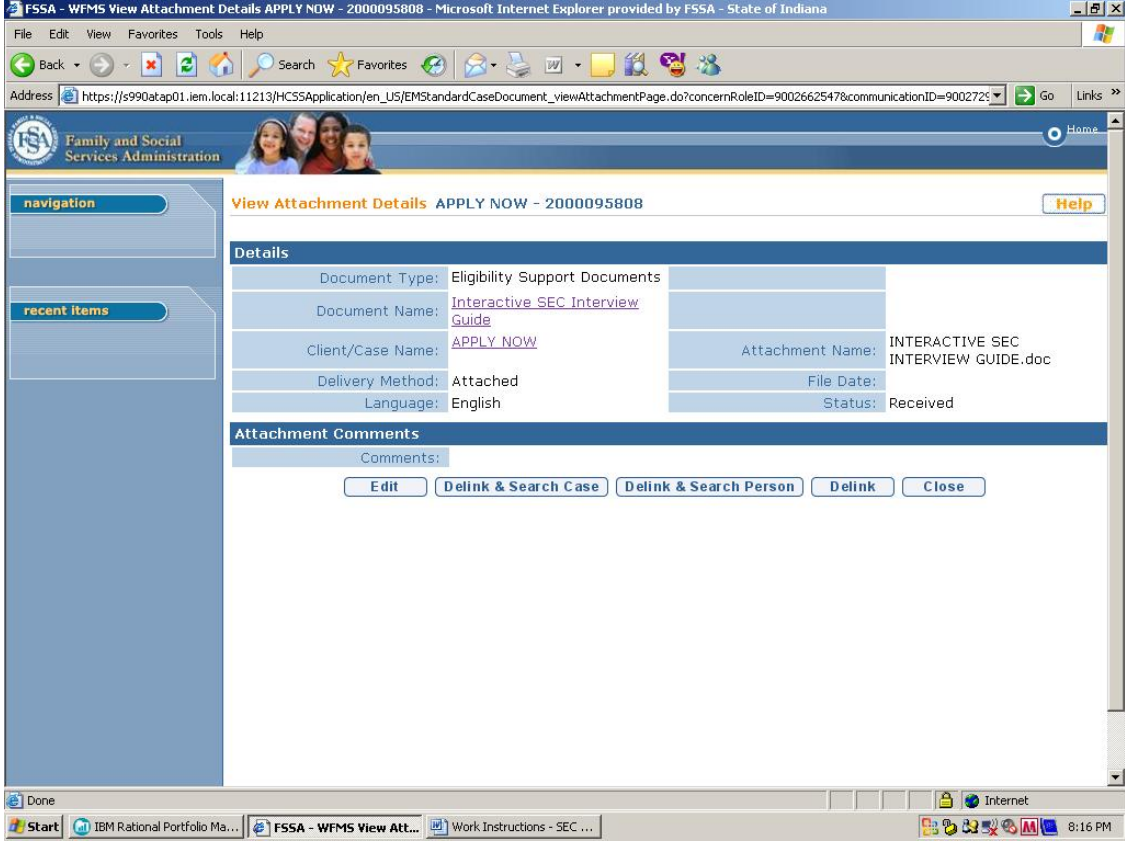

Step	State Policy Response
1.	State Policy will complete the response portion of the “Policy Interpretation Request/Response” form with their answer. The Form will be modifiable while in WFMS. You will be prompted to save the document after modifying the form.
2.	<p>After modifying the form with their response State Policy will create a user defined “State Policy Response” task which will be routed to the SEM who generated the request.</p> <p>State Policy will type into the <i>Subject</i> field “State Policy Response”, giving a deadline of the following business day, and route the task to the SEM who submitted the original policy request.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p>

4.0 Child Support Good Cause Request

Step	Child Support Good Cause Request																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000050063</td><td>HIP CASEENDTHREE</td><td>1092 - Child Support Good Cause Request</td><td>Reserved</td><td>Medium</td><td>12/12/2007 16:26</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000050063	HIP CASEENDTHREE	1092 - Child Support Good Cause Request	Reserved	Medium	12/12/2007 16:26
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000050063	HIP CASEENDTHREE	1092 - Child Support Good Cause Request	Reserved	Medium	12/12/2007 16:26														
2.	View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.																		

Step	Child Support Good Cause Request
	 <p>Task Instructions: Review child support good cause request/documentation and make determination.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>  <p>The WFMS will navigate to the <i>Document Home Page</i>.</p>
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task..</p>

Step	Child Support Good Cause Request
	 <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

Step	Child Support Good Cause Request
	
7.	Review the child support good cause request form and documentation, and make a determination.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Child Support Good Cause Request task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step

Child Support Good Cause Request

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

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Address https://s990atp01.ilem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=90000500638__o3pu=EMStandard_listTaskPage.do%3FcaseID%3D1092 Go Links

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[Park Task](#) [Un-Reserve](#)

Subject

1092 - Child Support Good Cause Request

Details

Task ID:	9000050063	Status:	Unreserved
Priority:	Medium	Deadline:	12/12/2007 16:26
Reserved By:		Last Assigned:	12/12/2007 17:01
Time Worked:	00:00	Park Deadline:	

Primary Action

Supporting Information

[Case Home Page](#)

Task Instructions

Review child support good cause request/documentation and make determination

Done

Start FSSA - WFMS FSSA User... FSSA - WFMS Manage W... FSSA - WFMS Task Ho...

Internet 9:31 PM

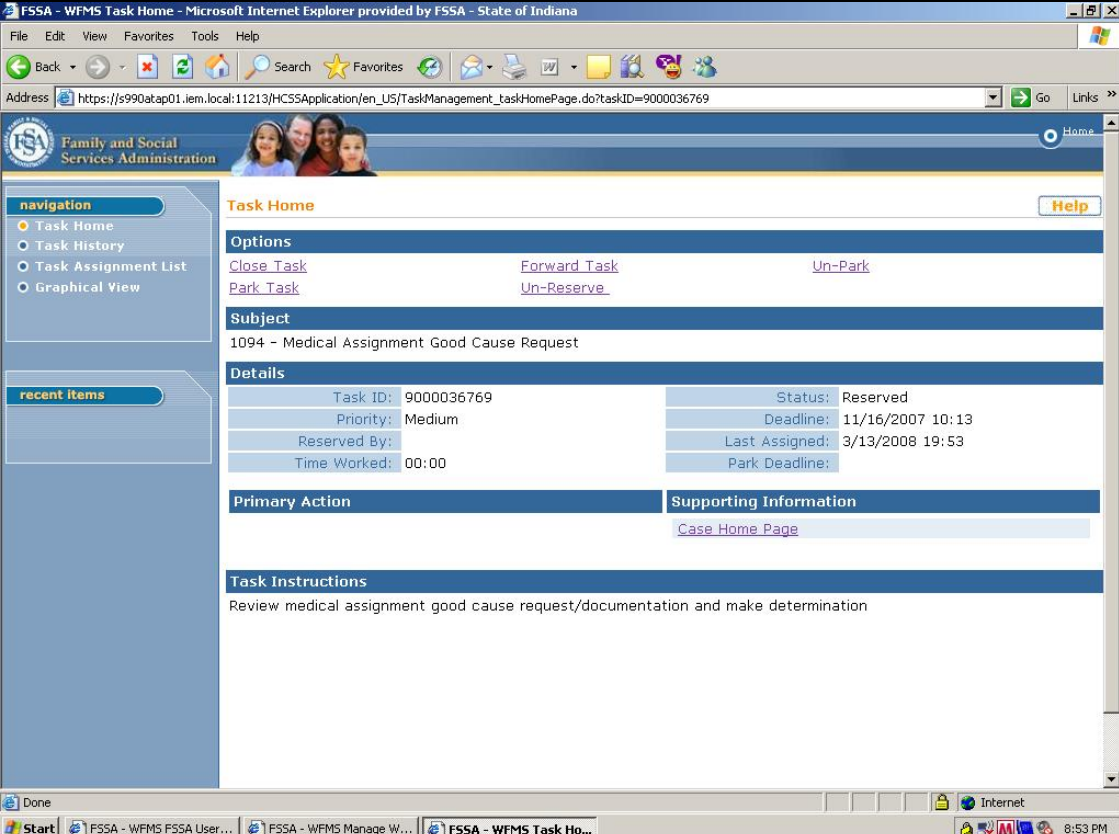


5.0 Child Support Good Cause Response

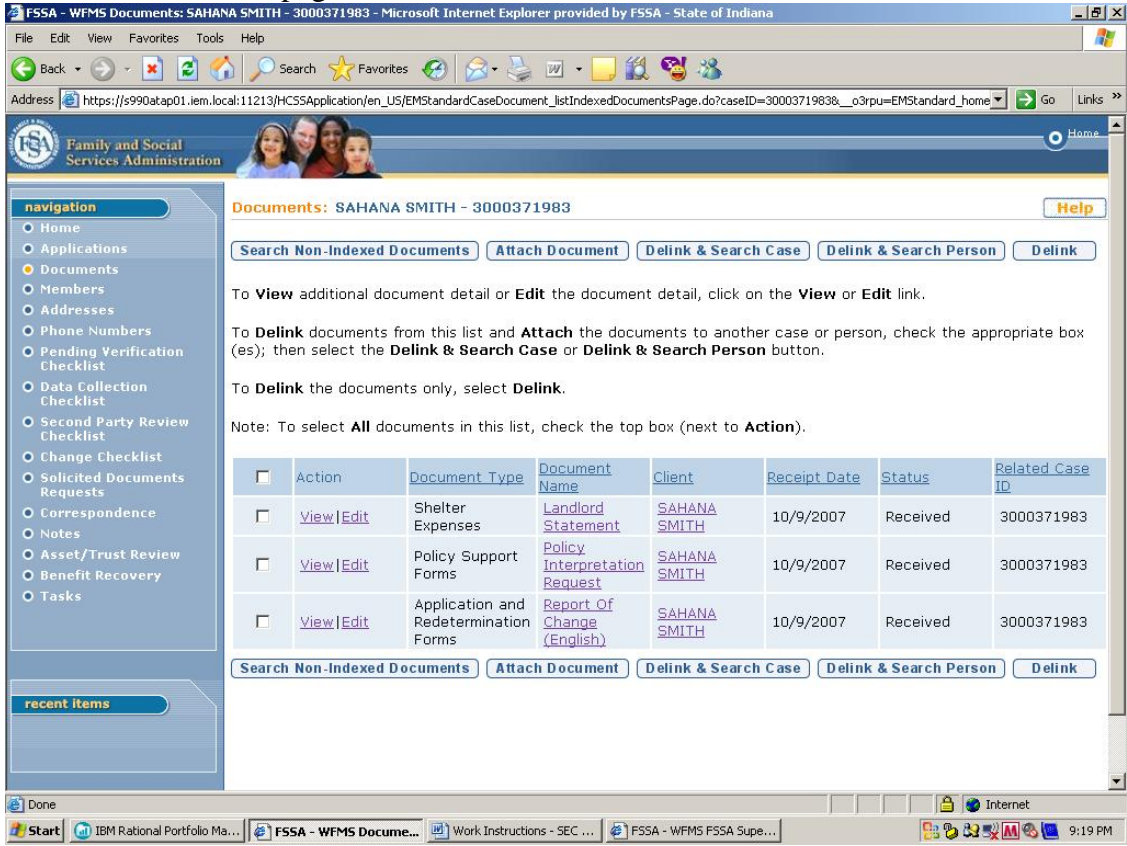
State Policy has modified the “Case Recommendation for Exemption from Cooperation” form with their answer in WFMS and generates a task to notify the requesting individual/entity to review the answer.

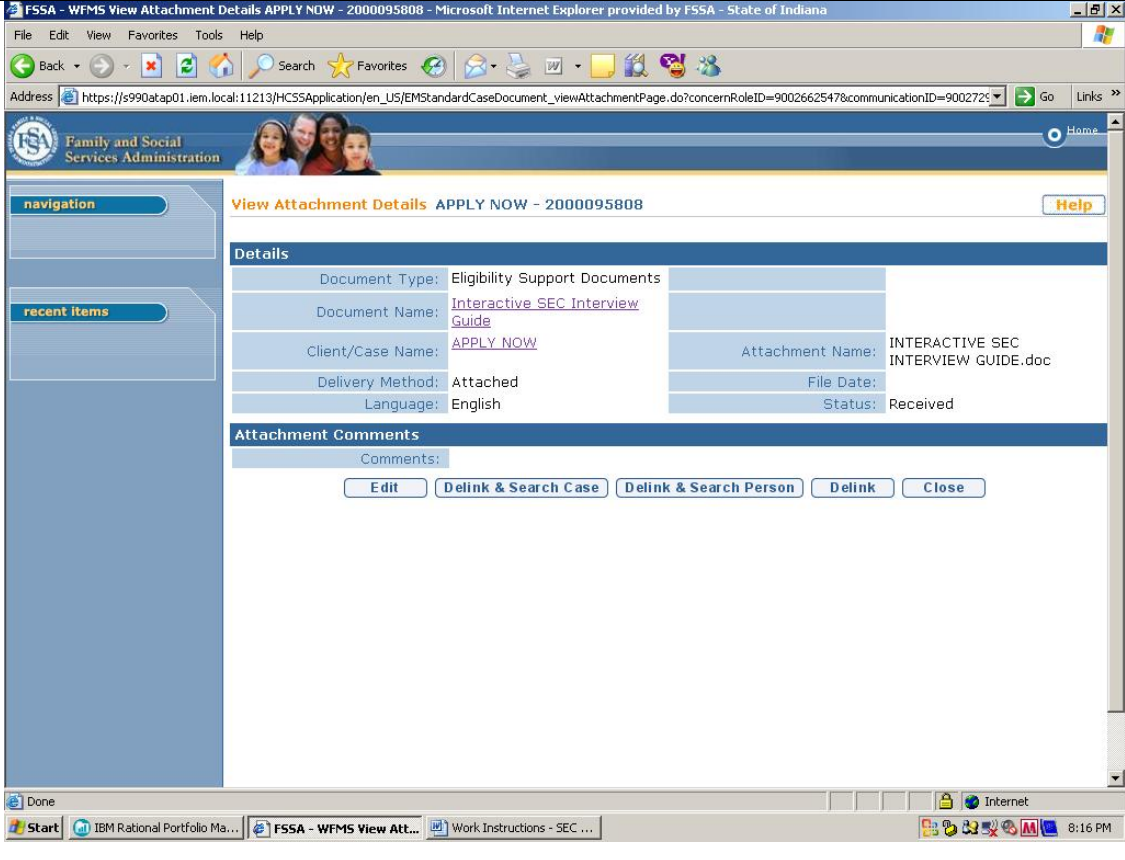

Step	Child Support Good Cause Response
1.	<p>State Policy will save a copy of the “Case Recommendation for Exemption from Cooperation” form to their desk top, complete the response portion of the form and attach a copy of the revised form to the case on WFMS.</p> <p>REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).</p>
2.	<p>State Policy will create the “Child Support Good Cause Response” task which will be routed to the appropriate ACS (Applications, Applications-Adult, Redeterminations, Redeterminations-Adult, Changes, Changes-Adult or Waiver/Nursing Home) queue.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1.</p>

6.0 Medical Assignment Good Cause Request

Step	Medical Assignment Good Cause Request																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000036769</td><td>stone rock</td><td>1094 - Medical Assignment Good Cause Request</td><td>Reserved</td><td>Medium</td><td>11/16/2007 10:13</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000036769	stone rock	1094 - Medical Assignment Good Cause Request	Reserved	Medium	11/16/2007 10:13
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000036769	stone rock	1094 - Medical Assignment Good Cause Request	Reserved	Medium	11/16/2007 10:13														
2.	View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.																		

Step	Medical Assignment Good Cause Request
	 <p>Task Instructions: Review medical assignment good cause request/documentation and make determination.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>  <p>The WFMS will navigate to the <i>Document Home Page</i>.</p>

Step	Medical Assignment Good Cause Request																												
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task.</p>  <p>The screenshot shows the 'Documents' page for SAHANA SMITH - 3000371983. The page includes a navigation menu on the left with options like Home, Applications, Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes, Asset/Trust Review, Benefit Recovery, and Tasks. The main content area displays a table of documents:</p> <table border="1"><thead><tr><th>Action</th><th>Document Type</th><th>Document Name</th><th>Client</th><th>Receipt Date</th><th>Status</th><th>Related Case ID</th></tr></thead><tbody><tr><td>View Edit</td><td>Shelter Expenses</td><td>Landlord Statement</td><td>SAHANA SMITH</td><td>10/9/2007</td><td>Received</td><td>3000371983</td></tr><tr><td>View Edit</td><td>Policy Support Forms</td><td>Policy Interpretation Request</td><td>SAHANA SMITH</td><td>10/9/2007</td><td>Received</td><td>3000371983</td></tr><tr><td>View Edit</td><td>Application and Redetermination Forms</td><td>Report Of Change (English)</td><td>SAHANA SMITH</td><td>10/9/2007</td><td>Received</td><td>3000371983</td></tr></tbody></table> <p>Below the table are buttons for 'Search Non-Indexed Documents', 'Attach Document', 'Delink & Search Case', 'Delink & Search Person', and 'Delink'. The page also includes instructions on how to view, edit, delink, and attach documents.</p> <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>	Action	Document Type	Document Name	Client	Receipt Date	Status	Related Case ID	View Edit	Shelter Expenses	Landlord Statement	SAHANA SMITH	10/9/2007	Received	3000371983	View Edit	Policy Support Forms	Policy Interpretation Request	SAHANA SMITH	10/9/2007	Received	3000371983	View Edit	Application and Redetermination Forms	Report Of Change (English)	SAHANA SMITH	10/9/2007	Received	3000371983
Action	Document Type	Document Name	Client	Receipt Date	Status	Related Case ID																							
View Edit	Shelter Expenses	Landlord Statement	SAHANA SMITH	10/9/2007	Received	3000371983																							
View Edit	Policy Support Forms	Policy Interpretation Request	SAHANA SMITH	10/9/2007	Received	3000371983																							
View Edit	Application and Redetermination Forms	Report Of Change (English)	SAHANA SMITH	10/9/2007	Received	3000371983																							
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>																												

Step	Medical Assignment Good Cause Request
	
7.	Review the medical assignment good cause request form and documentation, and make a determination.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Medical Assignment Good Cause Request task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step

Medical Assignment Good Cause Request

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Address: https://s990atp01.iem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000036769 Go Links

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[Park Task](#) [Un-Reserve](#)

Subject

1094 - Medical Assignment Good Cause Request

Details

Task ID:	9000036769	Status:	Reserved
Priority:	Medium	Deadline:	11/16/2007 10:13
Reserved By:		Last Assigned:	3/13/2008 19:53
Time Worked:	00:00	Park Deadline:	

Primary Action **Supporting Information**

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Task Instructions

Review medical assignment good cause request/documentation and make determination

Done

Start FSSA - WFMS FSSA User... FSSA - WFMS Manage W... FSSA - WFMS Task Ho... Internet 8:53 PM


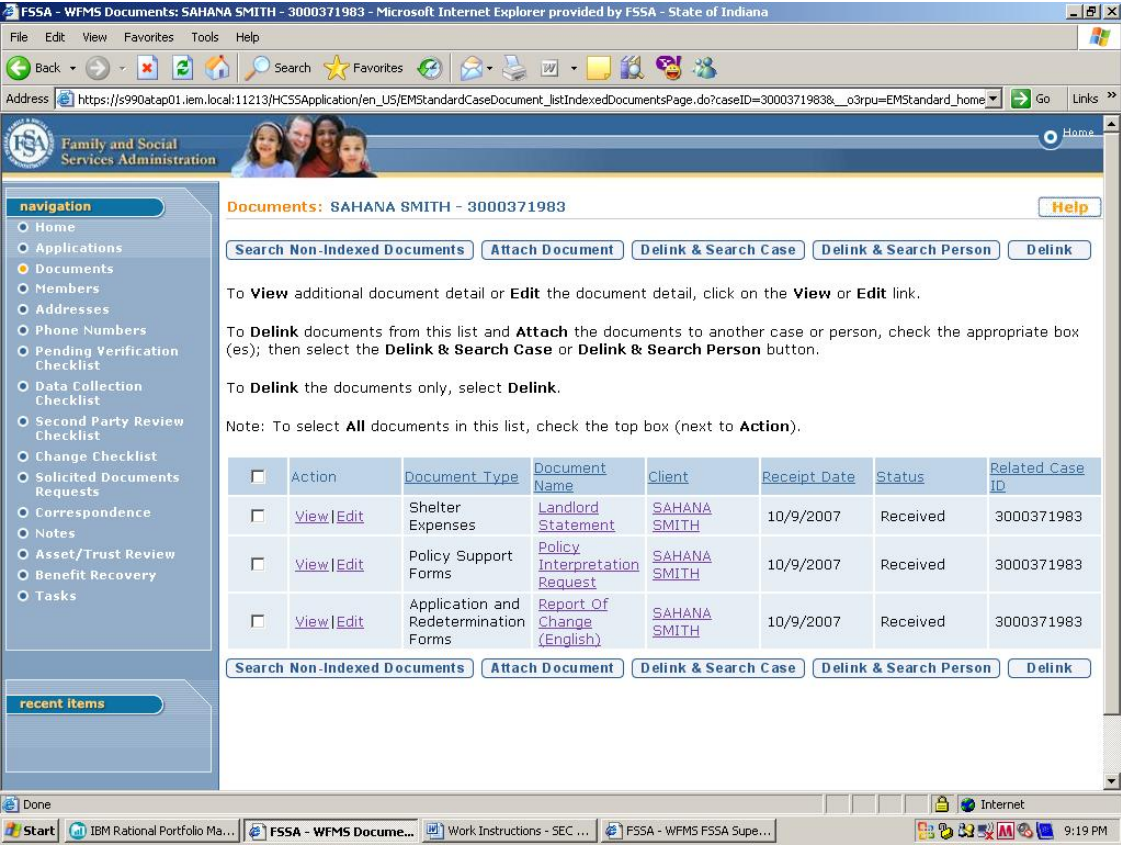
7.0 Medical Assignment Good Cause Response

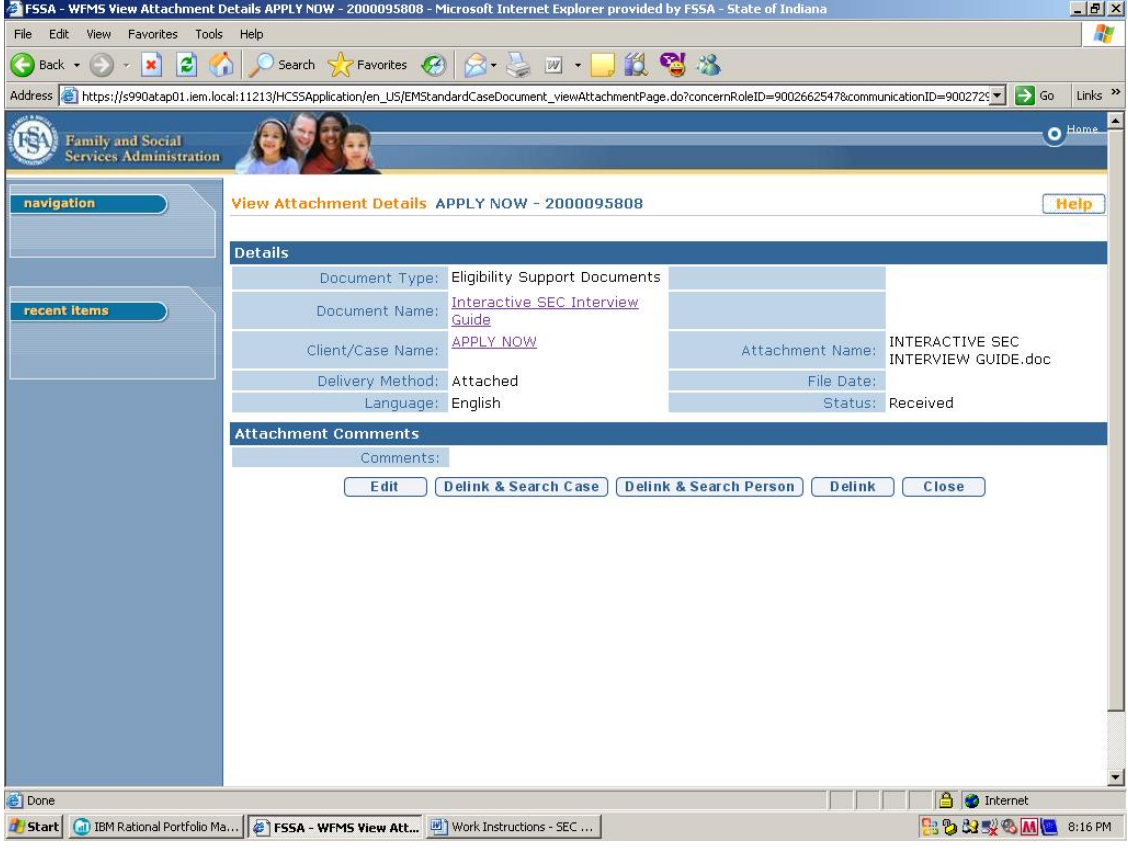

State Policy has modified the “Case Recommendation for Exemption from Cooperation” form with their answer in WFMS and generates a task to notify the requesting individual/entity to review the answer.

Step	Medical Assignment Good Cause Response
1.	<p>State Policy will save a copy of the “Case Recommendation for Exemption from Cooperation” form to their desk top, complete the response portion of the form and attach a copy of the revised form to the case on WFMS.</p> <p>REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).</p>
2.	<p>State Policy will create the “Medical Assignment Good Cause Response” task which will be routed to the ACS (Applications, Applications-Adult, Redeterminations, Redeterminations-Adult, Changes, Changes-Adult or Waiver/Nursing Home) queue.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1.</p>

8.0 Systematic Alien Verification Entitlement (SAVE) Request

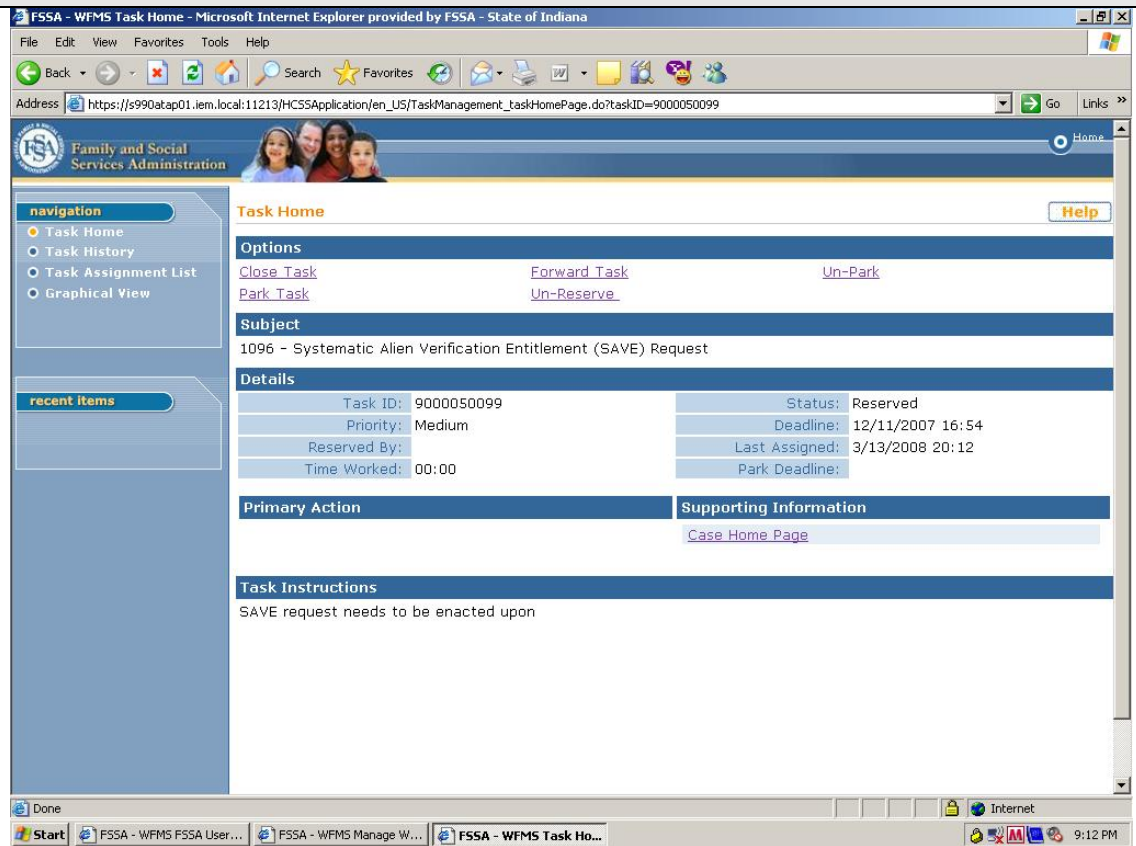
Step	Systematic Alien Verification Entitlement (SAVE) Request																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000050099</td><td>HIP CASEENDTHREE</td><td>1096 - Systematic Alien Verification Entitlement (SAVE) Request</td><td>Reserved</td><td>Medium</td><td>12/11/2007 16:54</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000050099	HIP CASEENDTHREE	1096 - Systematic Alien Verification Entitlement (SAVE) Request	Reserved	Medium	12/11/2007 16:54
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000050099	HIP CASEENDTHREE	1096 - Systematic Alien Verification Entitlement (SAVE) Request	Reserved	Medium	12/11/2007 16:54														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: SAVE request needs to be enacted upon.</p>																		
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div>Case Home Page</div> <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>																		
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>																		

Step	Systematic Alien Verification Entitlement (SAVE) Request
	 <p>The WFMS will navigate to the <i>Document Home</i> Page.</p>
5.	<p>From the <i>Documents</i> page click view to open the “Policy Request/Response” form which will contain the Name and Alien Registration Number of the individual(s) who have submitted verifications.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

Step	Systematic Alien Verification Entitlement (SAVE) Request
	
7.	Review the Name and Alien Registration Number of the individual(s) who have submitted verifications which needs to be researched.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Systematic Alien Verification Entitlement (SAVE) Request task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step

Systematic Alien Verification Entitlement (SAVE) Request



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Subject

1096 - Systematic Alien Verification Entitlement (SAVE) Request

Details

Task ID:	9000050099	Status:	Reserved
Priority:	Medium	Deadline:	12/11/2007 16:54
Reserved By:		Last Assigned:	3/13/2008 20:12
Time Worked:	00:00	Park Deadline:	

Primary Action **Supporting Information**

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Task Instructions

SAVE request needs to be enacted upon

Done

Start FSSA - WFMS FSSA User... FSSA - WFMS Manage W... FSSA - WFMS Task Ho...

Internet 9:12 PM


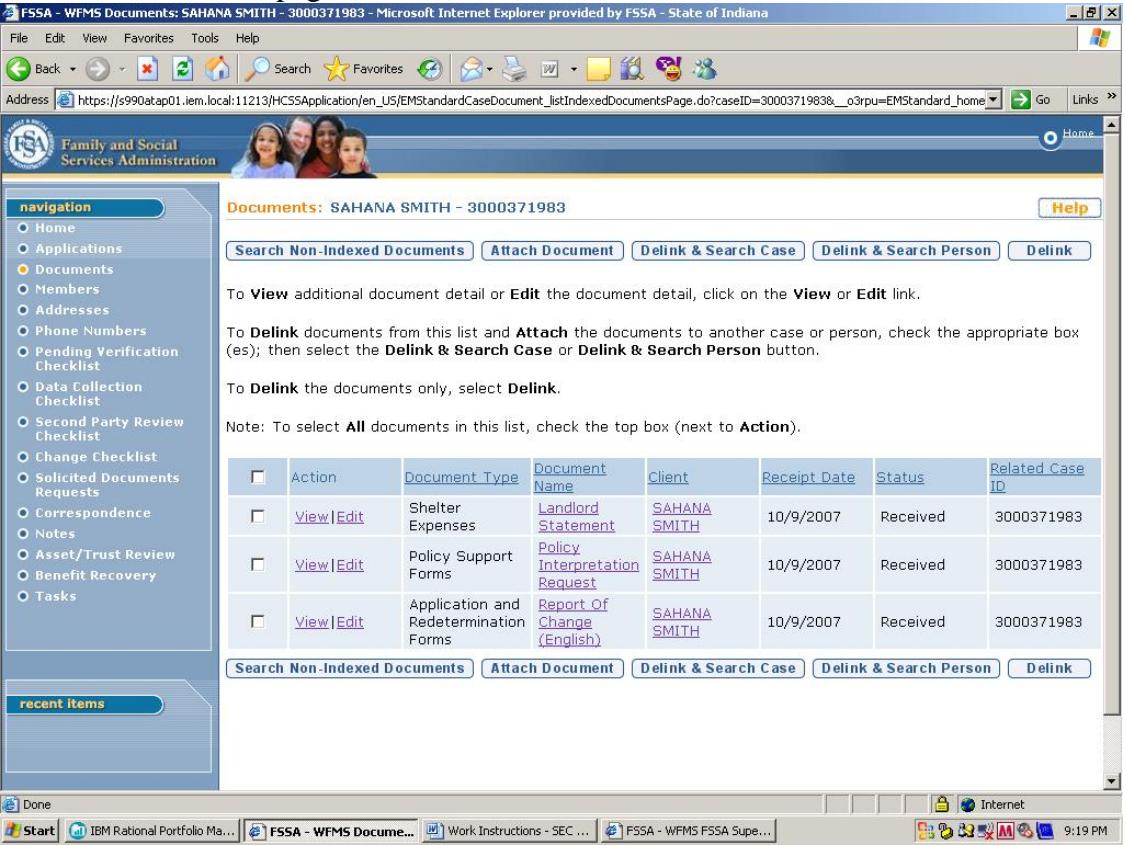
9.0 Systematic Alien Verification Entitlement (SAVE) Response

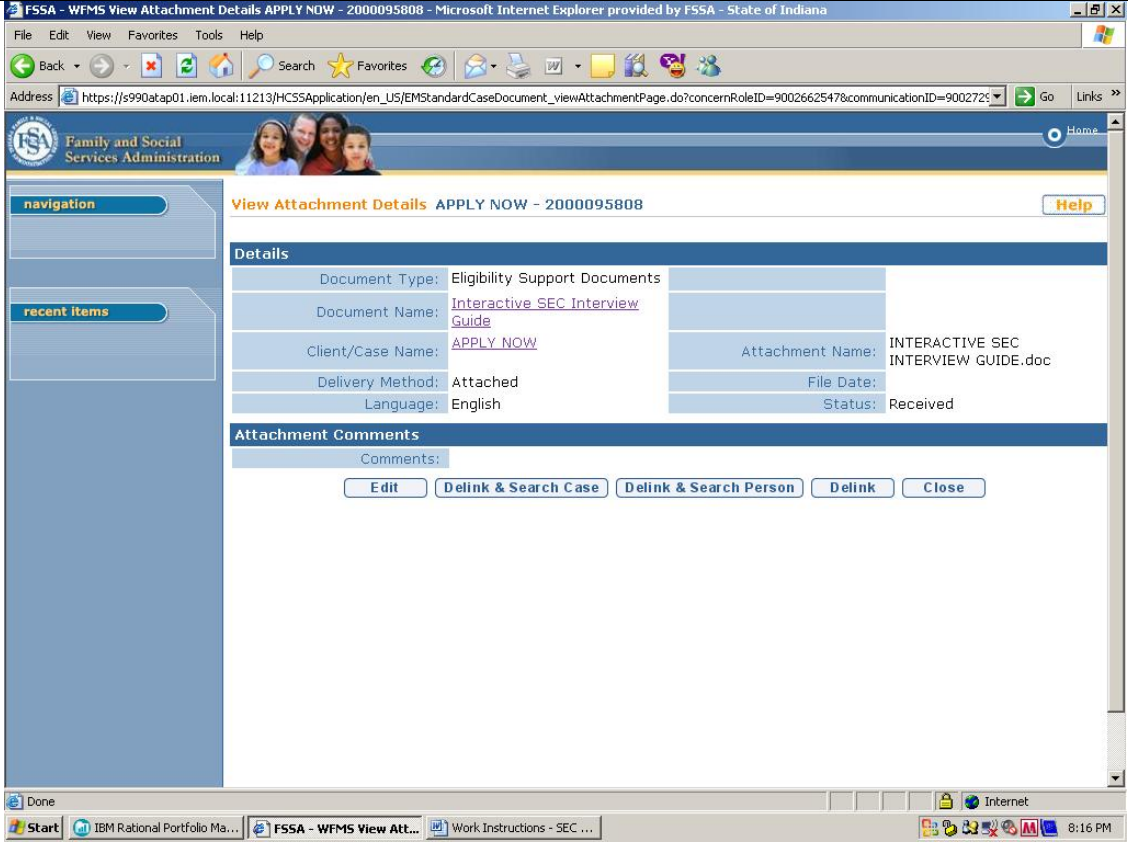

State Policy will make their determination as to the validity of the documentation submitted and generate a task to notify the requesting individual/entity to review their answer.

Step	Systematic Alien Verification Entitlement (SAVE) Response
1.	The “Policy Interpretation Request/Response” form will contain the Name and Alien Registration Number of the individual(s) who have submitted verifications which need to be researched.
2.	<p>State Policy will complete the response portion of the “Policy Interpretation Request/Response” form with the information obtained from the USCIS database. <i>The form will be modifiable while in WFMS. Remember to click Save after modifying the form</i></p> <p>If additional information/documentation is necessary Policy will create a user defined task to request the additional information. This user defined task will be routed to the appropriate ACS queue.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1.</p>
3.	<p>State Policy will create the “Systematic Alien Verification Entitlement (SAVE) Response” task which will be routed to the ACS (Applications, Applications-Adult, Redeterminations, Redeterminations-Adult, Changes, Changes-Adult or Waiver/Nursing Home) queue.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1.</p>

10.0 Independent Self-Sufficiency Account Request

Step	Independent Self-Sufficiency Account Request												
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <div><div>My Tasks</div><table><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000050049</td><td>HIP CASEENDTHREE</td><td>1098 - Independent Self-Sufficiency Account Request</td><td>Reserved</td><td>Medium</td><td>12/11/2007 16:12</td></tr></table></div> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000050049	HIP CASEENDTHREE	1098 - Independent Self-Sufficiency Account Request	Reserved	Medium	12/11/2007 16:12
Task	Case Primary Client	Task Name	Status	Priority	Due Date								
9000050049	HIP CASEENDTHREE	1098 - Independent Self-Sufficiency Account Request	Reserved	Medium	12/11/2007 16:12								
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div><div>Primary Action</div><div>Task Instructions</div></div> <p>Task Instructions: Review independent self-sufficiency account request and render a decision.</p>												
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div><div>Supporting Information</div><div>Case Home Page</div></div> <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>												
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>												

Step	Independent Self-Sufficiency Account Request
	 <p>The WFMS will navigate to the <i>Document Home</i> Page.</p>
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

Step	Independent Self-Sufficiency Account Request
	
7.	Review the Independent Self-Sufficiency Account Request.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Independent Self-Sufficiency Account Request task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step

Independent Self-Sufficiency Account Request

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Internet Options

Address: https://s990atp01.ilem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000050049 Go Links

Family and Social Services Administration

Task Home Help

navigation

- Task Home
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- Task Assignment List
- Graphical View

recent items

Options

[Close Task](#) [Forward Task](#) [Un-Park](#)
[Park Task](#) [Un-Reserve](#)

Subject

1098 - Independent Self-Sufficiency Account Request

Details

Task ID:	9000050049	Status:	Reserved
Priority:	Medium	Deadline:	12/11/2007 16:12
Reserved By:		Last Assigned:	3/13/2008 20:00
Time Worked:	00:00	Park Deadline:	

Primary Action **Supporting Information**

[Case Home Page](#)

Task Instructions

Review independent self-sufficiency account request and render a decision.

Start FSSA - WFMS FSSA User... FSSA - WFMS Manage W... FSSA - WFMS Task Ho... 9:00 PM

11.0 Independent Self-Sufficiency Account Response


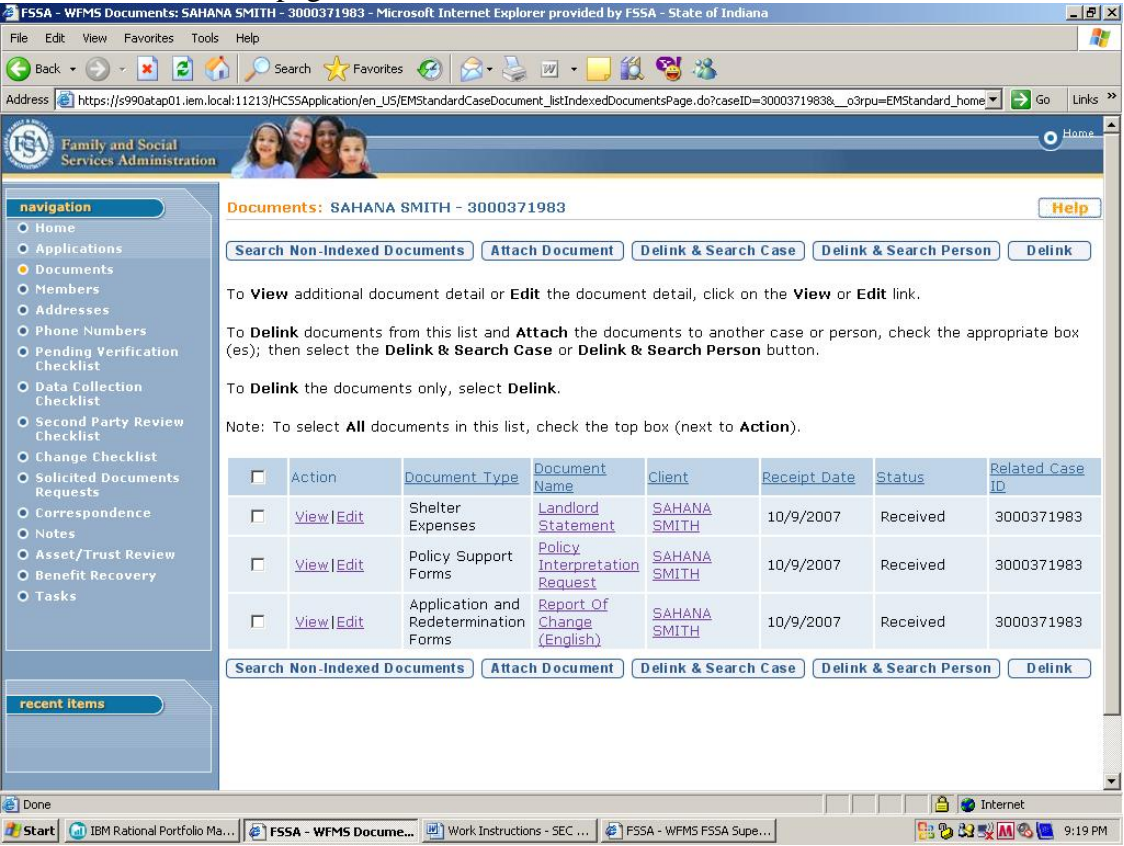
State Policy will review the request in accordance with state law and regulations, make a decision, and enter it on AEWDI. State Policy will then generate a task to notify the requesting individual/entity to review their answer.

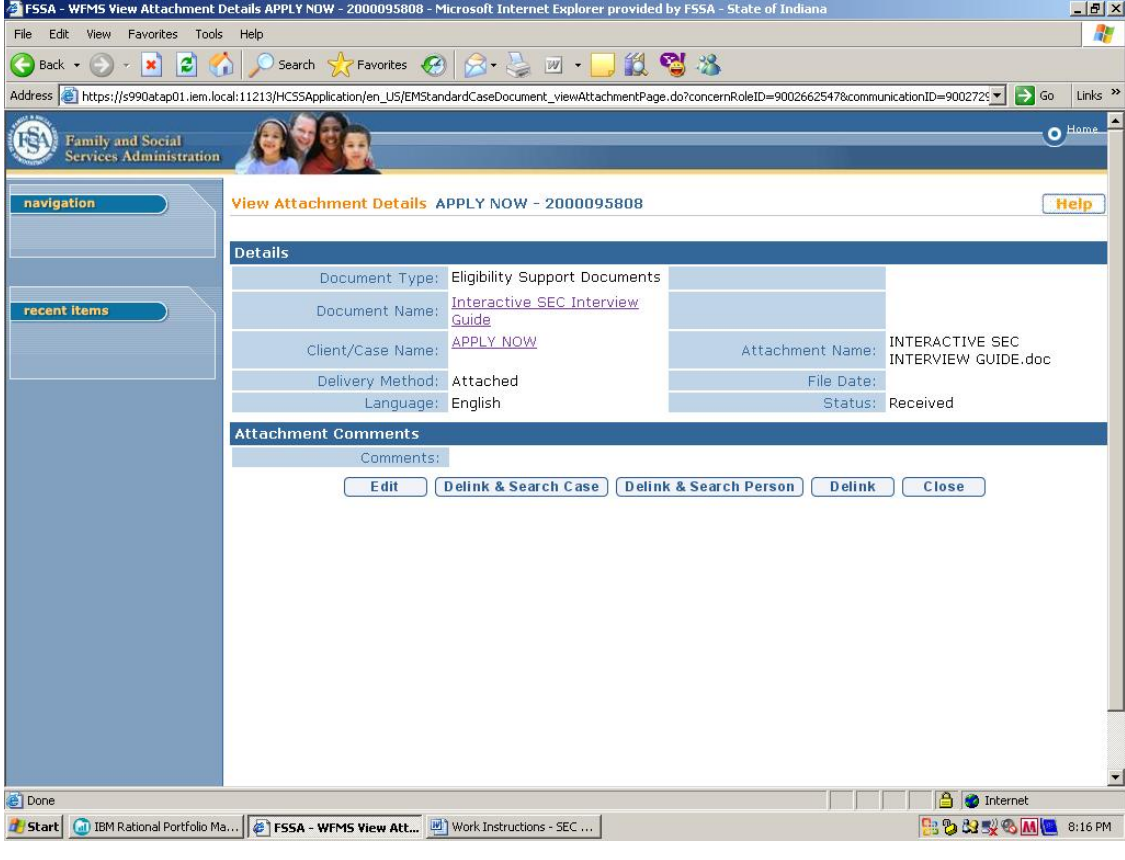

Step	Independent Self-Sufficiency Account Response
1.	State Policy will attach a copy of their decision to the case in WFMS. REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).
2.	State Policy will create the “ Independent Self-Sufficiency Account Response ” task which will be routed to the ACS (Applications-Adult, Redeterminations-Adult, Changes-Adult or Waiver/Nursing Home) queue. REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1

12.0 Impose Medicaid Transfer Penalty

The user selected task generated by an SEC will notify policy that a transfer has occurred. CLRC will contain the Recipients name, RID, Case number, Begin date of penalty period and End date of penalty period.

Step	Impose Medicaid Transfer Penalty																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000034236</td><td>ALL PROGRAMS</td><td>1099 - Impose Medicaid Transfer Penalty</td><td>Reserved</td><td>Medium</td><td>10/24/2007 15:45</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000034236	ALL PROGRAMS	1099 - Impose Medicaid Transfer Penalty	Reserved	Medium	10/24/2007 15:45
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000034236	ALL PROGRAMS	1099 - Impose Medicaid Transfer Penalty	Reserved	Medium	10/24/2007 15:45														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <p>Primary Action</p> <p>Task Instructions</p> <p>Task Instructions: Review documentation of transfer penalty and notify AIM of the transfer penalty period.</p>																		
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <p>Supporting Information</p> <p>Case Home Page</p> <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>																		
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>																		

Step	Impose Medicaid Transfer Penalty
	 <p>The WFMS will navigate to the <i>Document Home</i> Page.</p>
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access the “Policy Interpretation Request/Response” form.</p>

Step	Impose Medicaid Transfer Penalty
	
7.	CLRC will indicate the Recipients name, RID, Case number, Begin date of penalty period and End date of penalty period. Notify AIM of the transfer penalty period.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Impose Medicaid Transfer Penalty task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step

Impose Medicaid Transfer Penalty

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Internet Options

Address: https://s990atp01.iem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000034236 Go Links

Family and Social Services Administration

Task Home [Help](#)

navigation

- Task Home
- Task History
- Task Assignment List
- Graphical View

recent items

Options

[Close Task](#) [Forward Task](#) [Un-Park](#)
[Park Task](#) [Un-Reserve](#)

Subject

1099 - Impose Medicaid Transfer Penalty

Details

Task ID:	9000034236	Status:	Reserved
Priority:	Medium	Deadline:	10/24/2007 15:45
Reserved By:		Last Assigned:	3/13/2008 19:42
Time Worked:	00:00	Park Deadline:	

Primary Action **Supporting Information**

[Case Home Page](#)

Task Instructions




Review documentation of transfer penalty and notify AIM of the transfer penalty period.


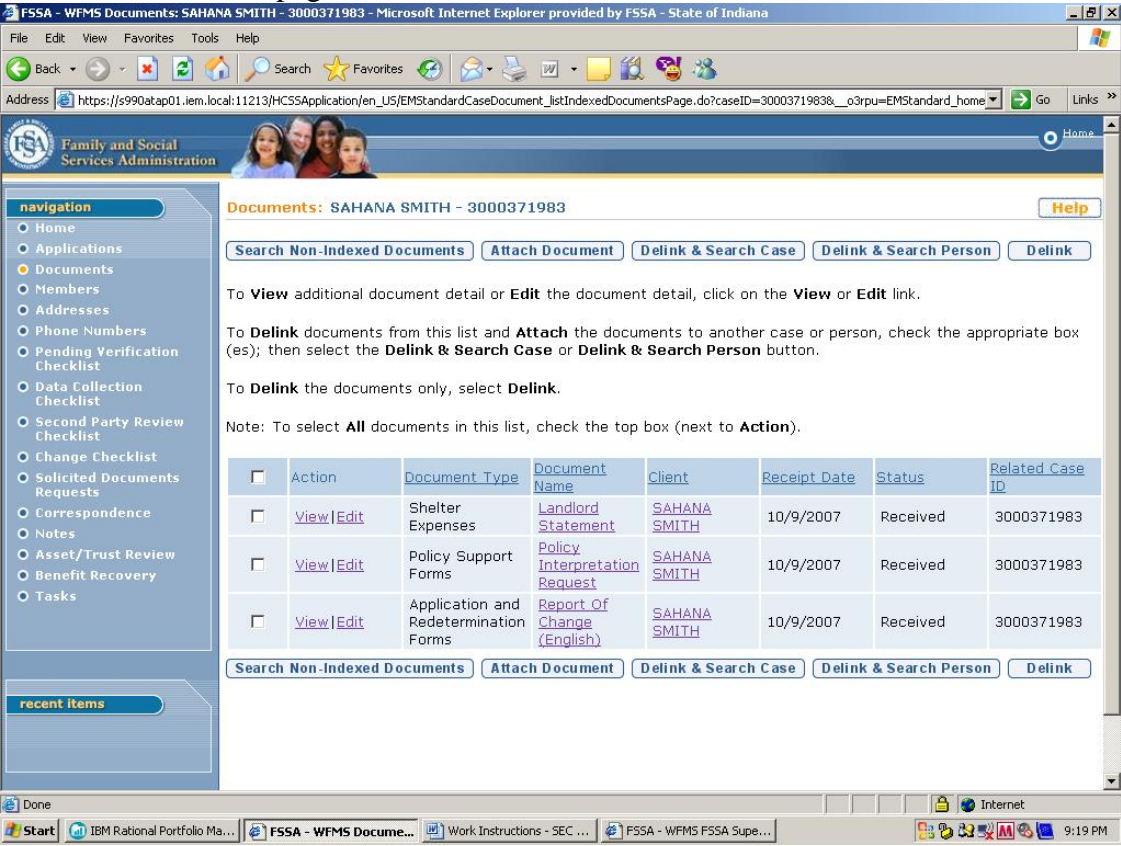
Done

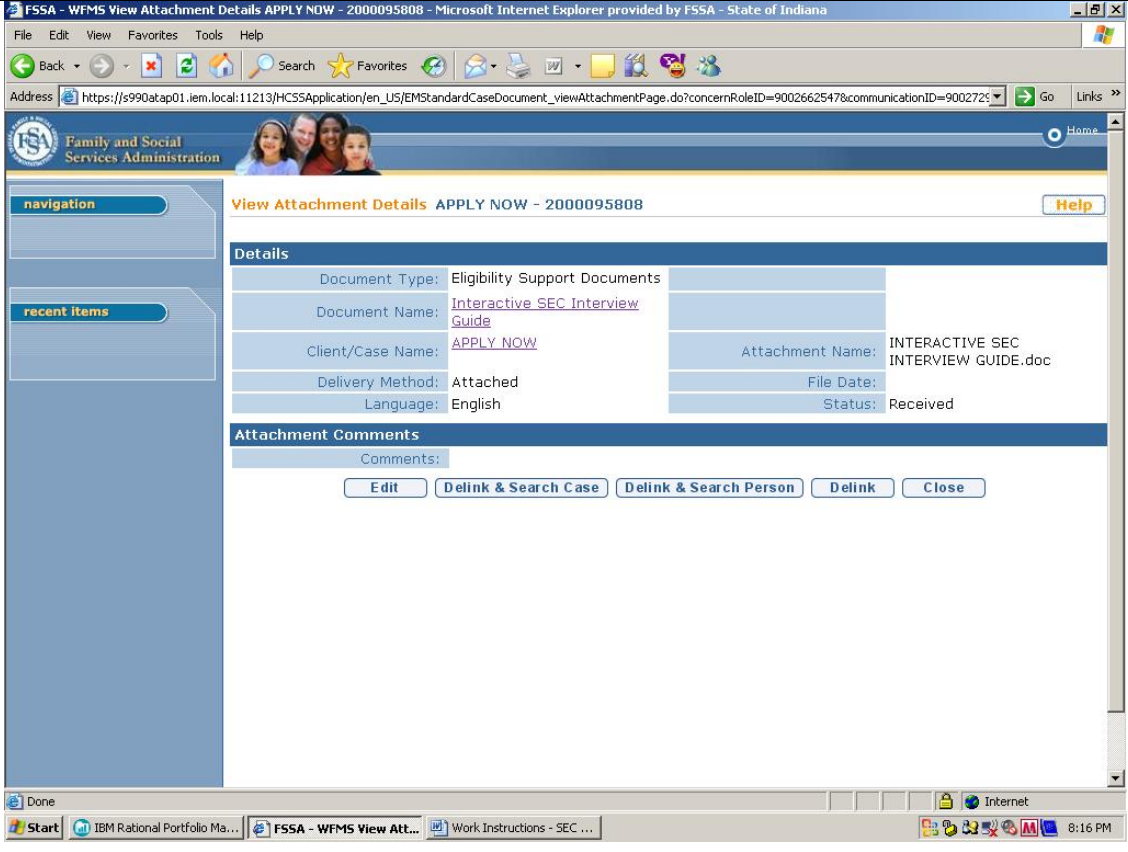

Start FSSA - WFMS FSSA User... FSSA - WFMS Manage W... FSSA - WFMS Task Ho... Internet 8:42 PM


13.0 TANF Time Limit Extension

TANF Policy will receive a task from Arbor when a “TANF Time Limit Extension” request has been submitted.

Step	TANF Time Limit Extension
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Review 24 month extension request and render a decision.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>

Step	TANF Time Limit Extension
	 <p>The WFMS will navigate to the <i>Document Home</i> Page.</p>
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access the documentation.</p>

Step	TANF Time Limit Extension
	
7.	Review 24 month extension request and render a decision.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the TANF Time Limit Extension task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step	TANF Time Limit Extension
	<div><div><div>Family and Social Services Administration</div><div>Home</div></div><div><div>navigation</div><div>Task Home</div></div><div><div>Task Home</div><div>Options</div><div><div>Close Task</div><div>Park Task</div><div>Forward Task</div></div><div>Subject</div><div>Process Application</div><div>Details</div><div><div>Task ID: 294</div><div>Status: Open</div><div>Priority: Medium</div><div>Deadline: 2/21/2007 00:00</div><div>Reserved By: SUPER USER</div><div>Last Assigned: 2/16/2007 12:14</div><div>Time Worked: 00:00 [Change]</div><div>Park Deadline: 2/16/2007 12:14</div></div><div><div>Primary Action</div><div>Supporting Information</div><div>Case Home Page</div></div><div>Task Instructions</div></div></div>

14.0 TANF Time Limit Extension Approved or Denied for <Client Name> <RID>
TANF Policy will send to ACS a user defined task informing them that a decision was made on a 24 month extension request.

Step	TANF Time Limit Extension Approved or Denied for <Client Name> <RID>
1.	State Policy will attach a copy of their decision to the case in WFMS. REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).
2.	State Policy will create the user defined task TANF Time Limit Extension Approved or Denied for <Client Name> <RID> and route it to the ACS Changes queue (WG3) for entry of response on AETEX. REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1


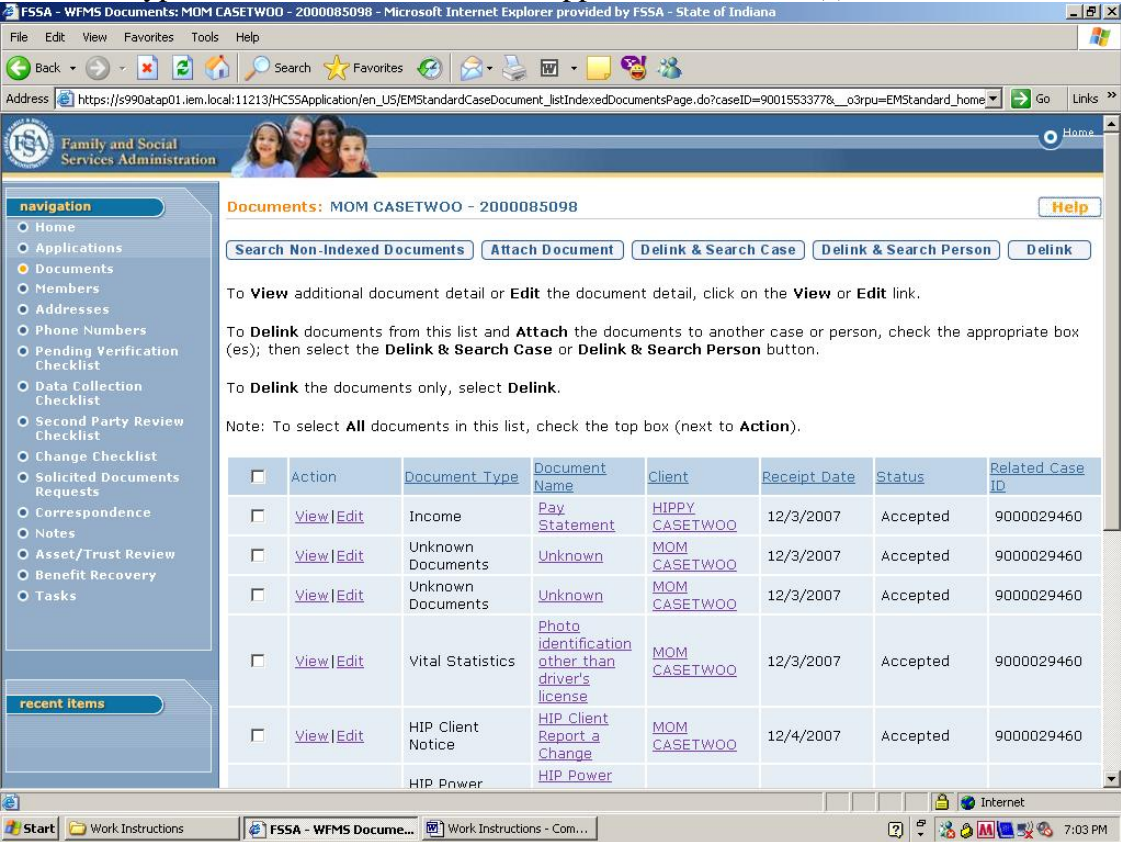
15.0 Returned SAPN Checks

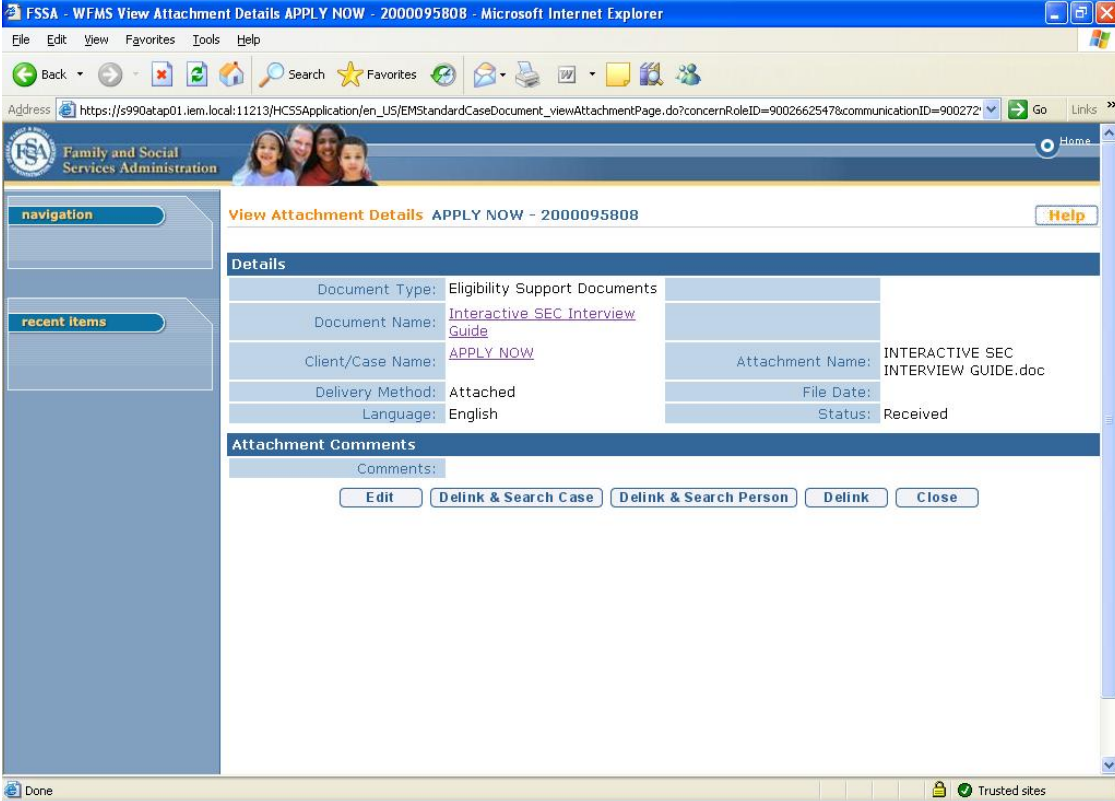

When Medicaid Policy receives notice of a returned SAPN check they will create a user defined task to ACS.

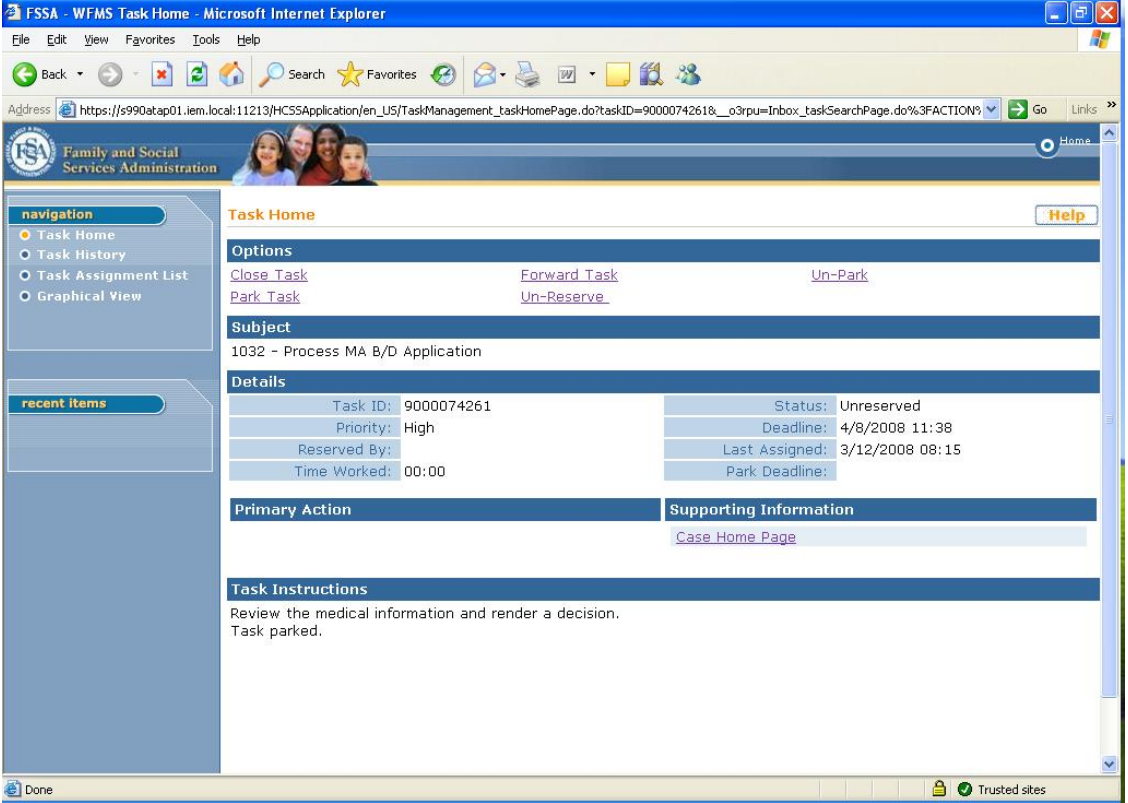
Step	Address Change Notification
1.	<p>Medicaid Policy will send to ACS a user defined task entitled “Address Change Notification” notifying them that the recipient has moved and detailing the new address. The task should be routed to the Changes Adult queue.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p>

16.0 Process MA B/D Application

Step	Process MA B/D Application																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000096835</td><td></td><td>1033 - Process MA D Application - Accelerated</td><td>Reserved</td><td>High</td><td>3/13/2008 08:19</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000096835		1033 - Process MA D Application - Accelerated	Reserved	High	3/13/2008 08:19
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000096835		1033 - Process MA D Application - Accelerated	Reserved	High	3/13/2008 08:19														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <p>Primary Action</p> <p>Task Instructions</p> <p>Task Instructions: Review the medical information and render a decision.</p>																		
3.	<p>Click on <i>Client Home Page</i> link under <i>Supporting Information</i>.</p> <p>Supporting Information</p> <p>Case Home Page</p> <p>The WFMS will navigate to the <i>Client Home Page</i> to access case information.</p>																		
4.	<p>From the <i>Client Home Page</i> click on Documents in the Left Navigation.</p>																		


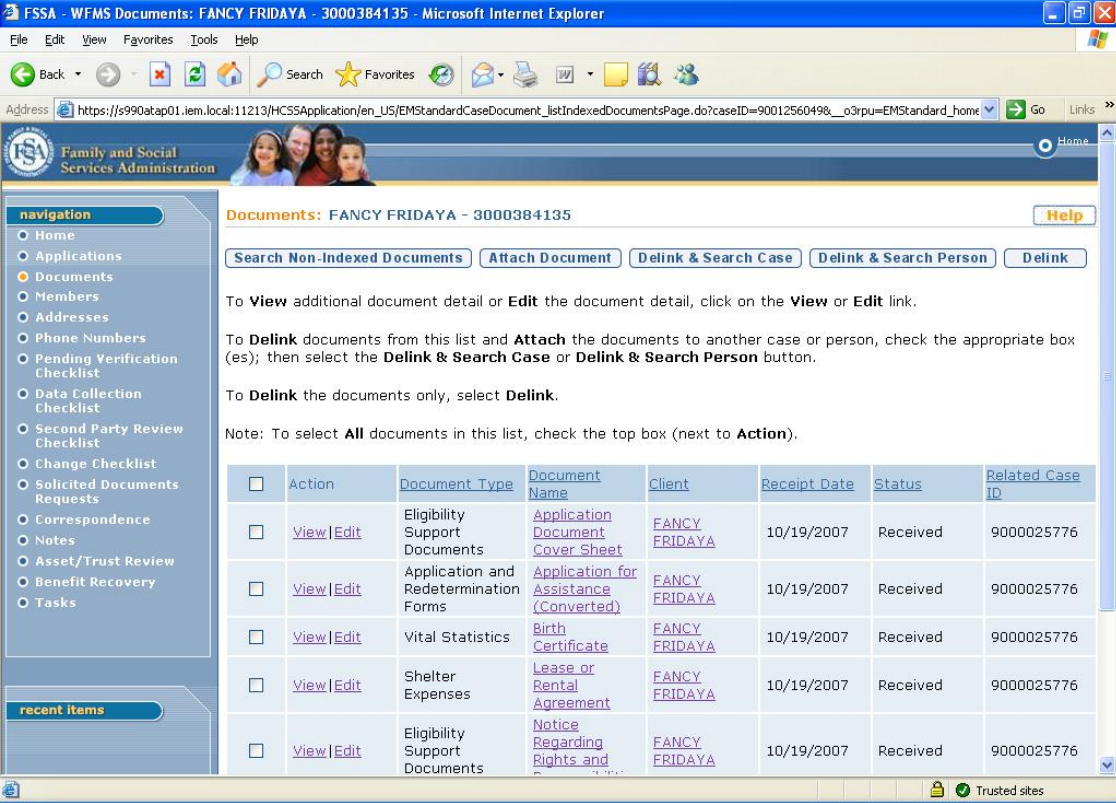
Step	Process MA B/D Application
	 <p>The WFMS will navigate to the <i>Document Home</i> Page.</p>
5.	<p>From the <i>Documents</i> page click on <i>Document Type</i>. The WFMS will sort all documents associated with the client alphabetically and chronologically within each document type. Then click on View of the applicable document(s) for the individual.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

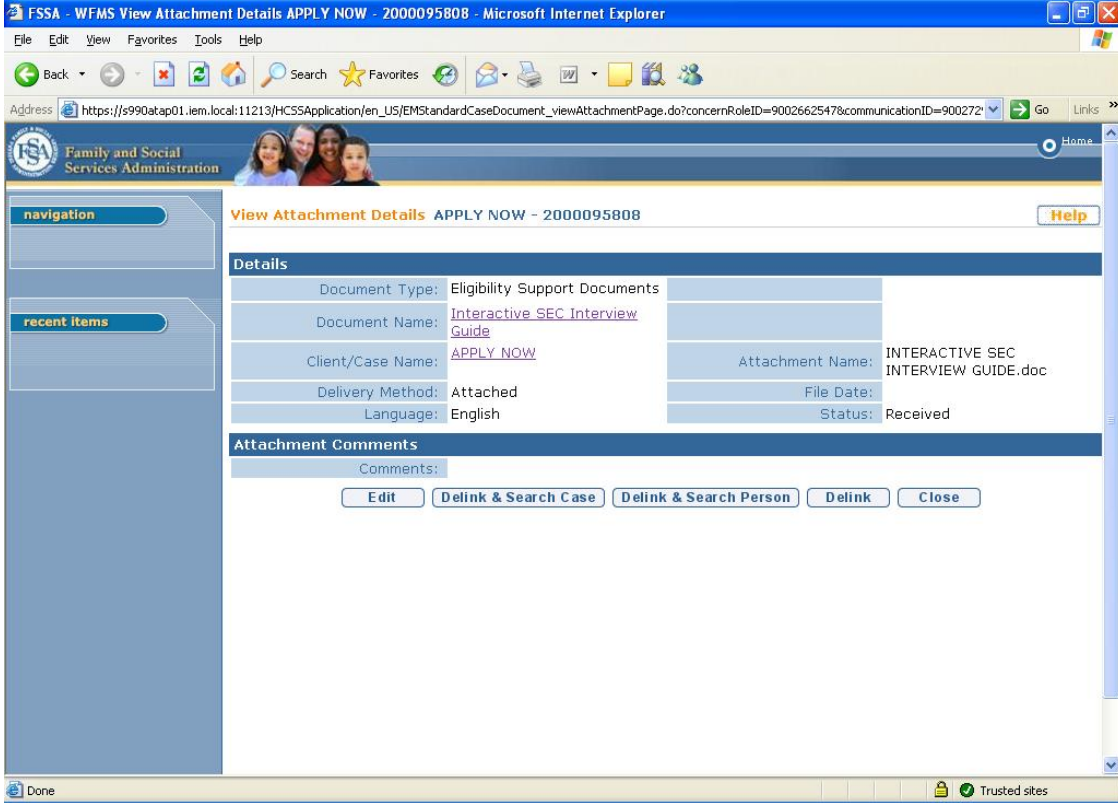

Step	Process MA B/D Application
	 <p>Click on Close to return to the Documents page.</p>
7.	<p>The task will be accessed by the Administrative Support staff. After review the documents to assure completeness, the task will be forwarded to the appropriate consultant for review. If the medical packet is incomplete, a user defined task entitled, “Medical Packet Incomplete” will be generated to the Applications - Adult queue for applications or the Changes-Adult queue for progress reports. Staff will notate in the user defined task the reason the medical evidence being incomplete.</p> <p>REFER TO (INSERT HYPERLINK) FORWARD A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p>
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Process MA B/D Application task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>

Step	Process MA B/D Application
10.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 

17.0 Process MA D Application - Accelerated

Step	Process MA D Application - Accelerated												
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <div><div>My Tasks</div><table><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000096835</td><td></td><td>1033 - Process MA D Application - Accelerated</td><td>Reserved</td><td>High</td><td>3/13/2008 08:19</td></tr></table></div> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000096835		1033 - Process MA D Application - Accelerated	Reserved	High	3/13/2008 08:19
Task	Case Primary Client	Task Name	Status	Priority	Due Date								
9000096835		1033 - Process MA D Application - Accelerated	Reserved	High	3/13/2008 08:19								
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div><div>Primary Action</div><div>Task Instructions</div></div> <p>Task Instructions: Review the medical information and render a decision.</p>												
3.	<p>Click on <i>Client Home Page</i> link under <i>Supporting Information</i>.</p> <div><div>Supporting Information</div><div>Case Home Page</div></div> <p>The WFMS will navigate to the <i>Client Home Page</i> to access case information.</p>												
4.	<p>From the <i>Client Home Page</i> click on Documents in the Left Navigation.</p>												

Step	Process MA D Application - Accelerated
	 <p>The WFMS will navigate to the <i>Document Home</i> Page.</p>
5.	<p>From the <i>Documents</i> page click on <i>Document Type</i>. The WFMS will sort all documents associated with the <i>client</i> alphabetically and chronologically within each document type. Then click on View of the applicable document(s).</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

Step	Process MA D Application - Accelerated
	 <p>Click on Close to return to the Documents page.</p>
7.	<p>The task will be accessed by the Administrative Support staff. After review the documents to assure completeness, the task will be forwarded to the appropriate consultant for review. If the medical packet is incomplete, a user defined task entitled, “Medical Packet Incomplete” will be generated to the Applications - Adult queue for applications or the Changes-Adult queue for progress reports. Staff will notate in the user defined task the reason the medical evidence being incomplete.</p> <p>REFER TO (INSERT HYPERLINK) FORWARD A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p>
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Process MA D Application - Accelerated task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>

Step**Process MA D Application - Accelerated****10.**Click on *Close Task* on *Task Home* page.

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home

Address: https://s990atap01.iem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000050066 Go Links

Family and Social Services Administration

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navigation

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recent items

Options

[Close Task](#) [Forward Task](#) [Un-Park](#)
[Park Task](#) [Un-Reserve](#)

Subject

1033 - Process MA D Application - Accelerated

Details

Task ID:	9000050066	Status:	Reserved
Priority:	High	Deadline:	12/12/2007 16:27
Reserved By:	Deborah Crosby	Last Assigned:	3/11/2008 15:20
Time Worked:	00:00	Park Deadline:	

Primary Action

Supporting Information

[Case Home Page](#)

Task Instructions

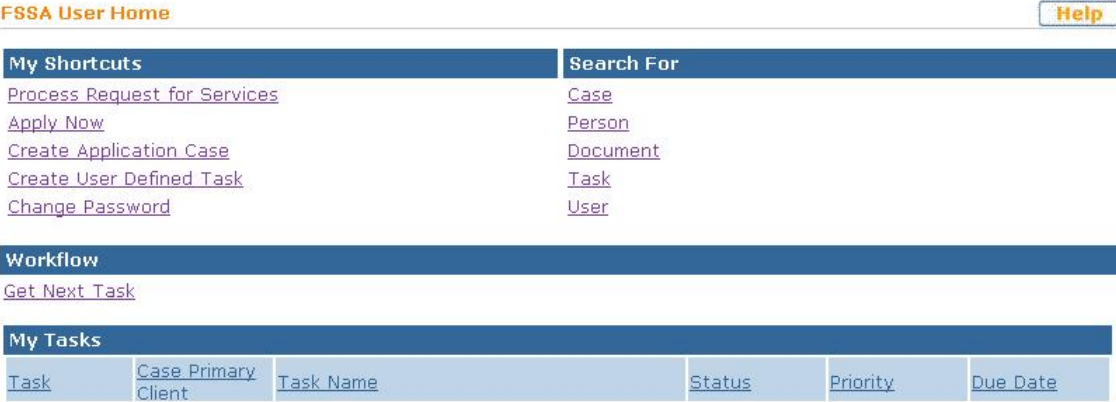

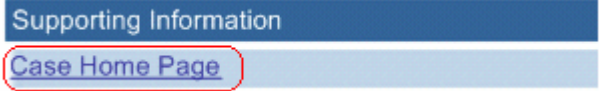
Review the medical information and render a decision.


Done

Start FSSA - WFMS FSSA User... FSSA - WFMS Work Que... FSSA - WFMS Task Ho...

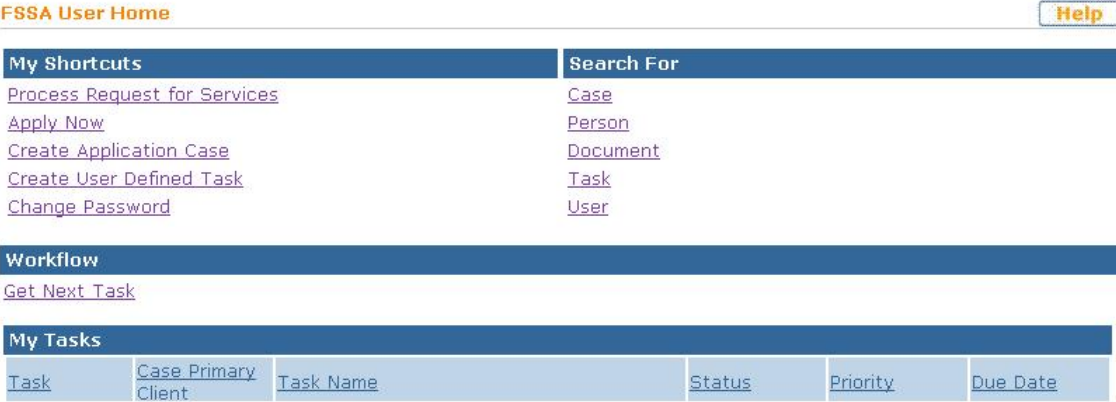

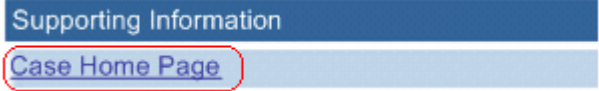
Internet 4:20 PM


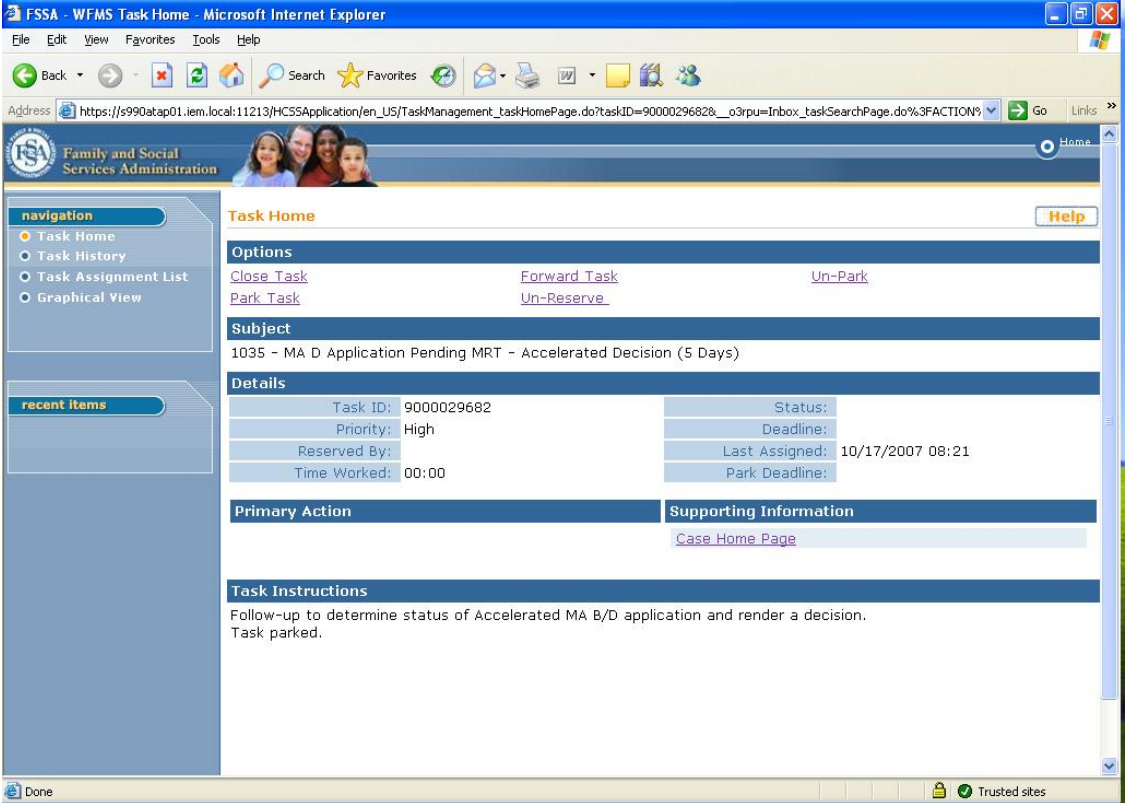
18.0 MA B/D Application Pending MRT Decision (30 days)

Step	MA B/D Application Pending MRT Decision (30 days)
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Follow-up to determine status of MA B/D application and render a decision.</p>
3.	<p>Click on <i>Client Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Client Home Page</i> to access case information.</p>
4.	MRT user will determine the status of the decision.
5.	Click <i>Home</i> in the upper right corner.

Step	MA B/D Application Pending MRT Decision (30 days)
	<div></div> <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
6.	<p>Click on the <i>Task ID</i> for the MA B/D Application Pending MRT Decision (30 days) task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
7.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> <div></div>


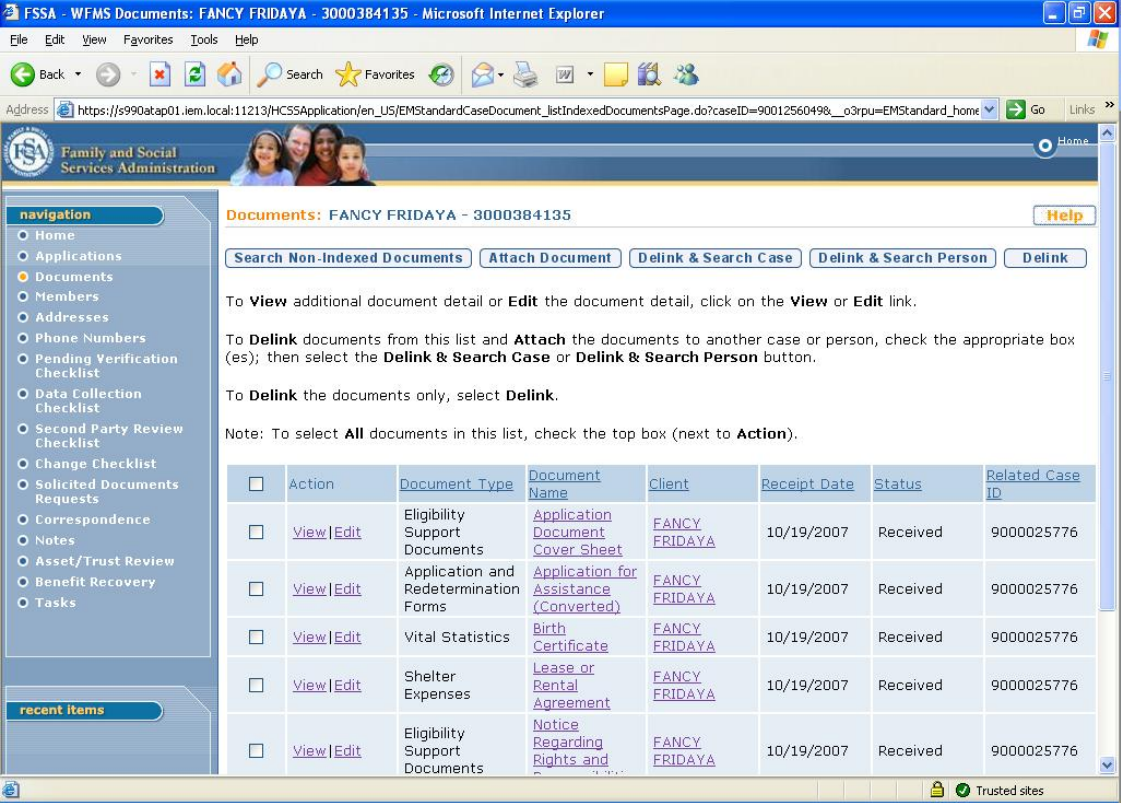
19.0 MA D Application Pending MRT - Accelerated Decision (5 Days)

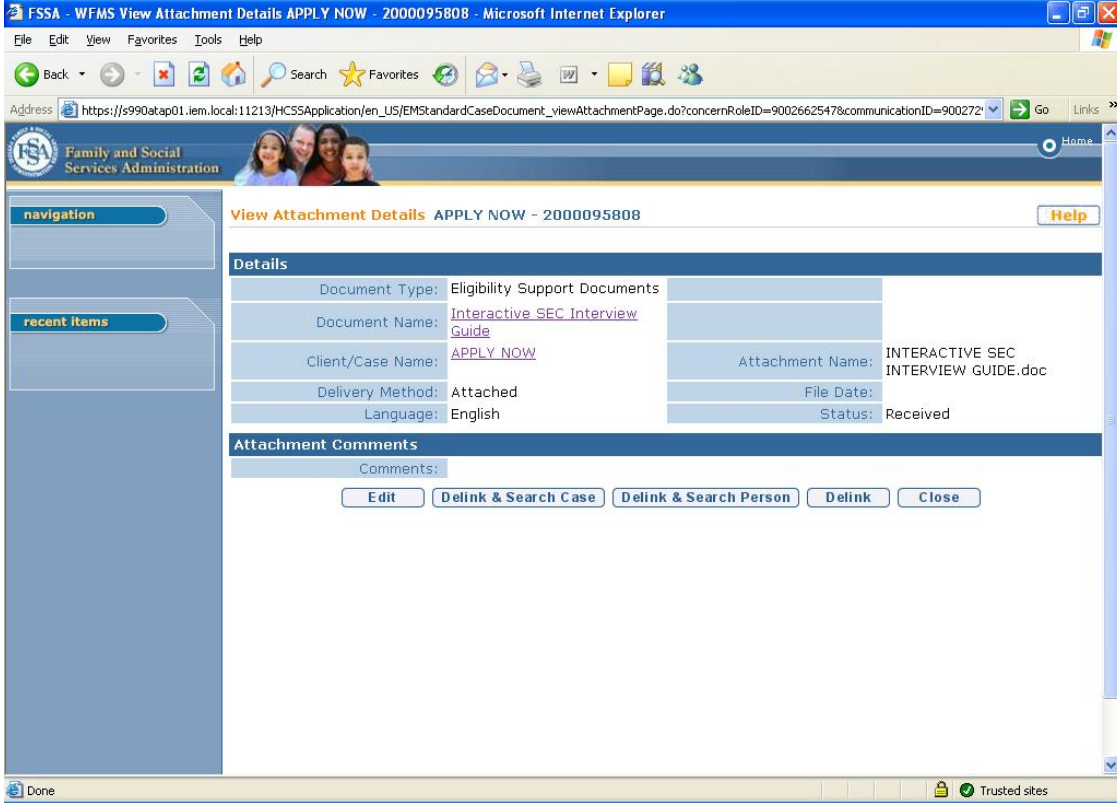

Step	MA D Application Pending MRT - Accelerated Decision (5 Days)
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Follow-up to determine status of MA B/D application and render a decision.</p>
3.	<p>Click on <i>Client Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Client Home Page</i> to access case information.</p>
4.	MRT user will determine the status of the decision.
5.	Click <i>Home</i> in the upper right corner.

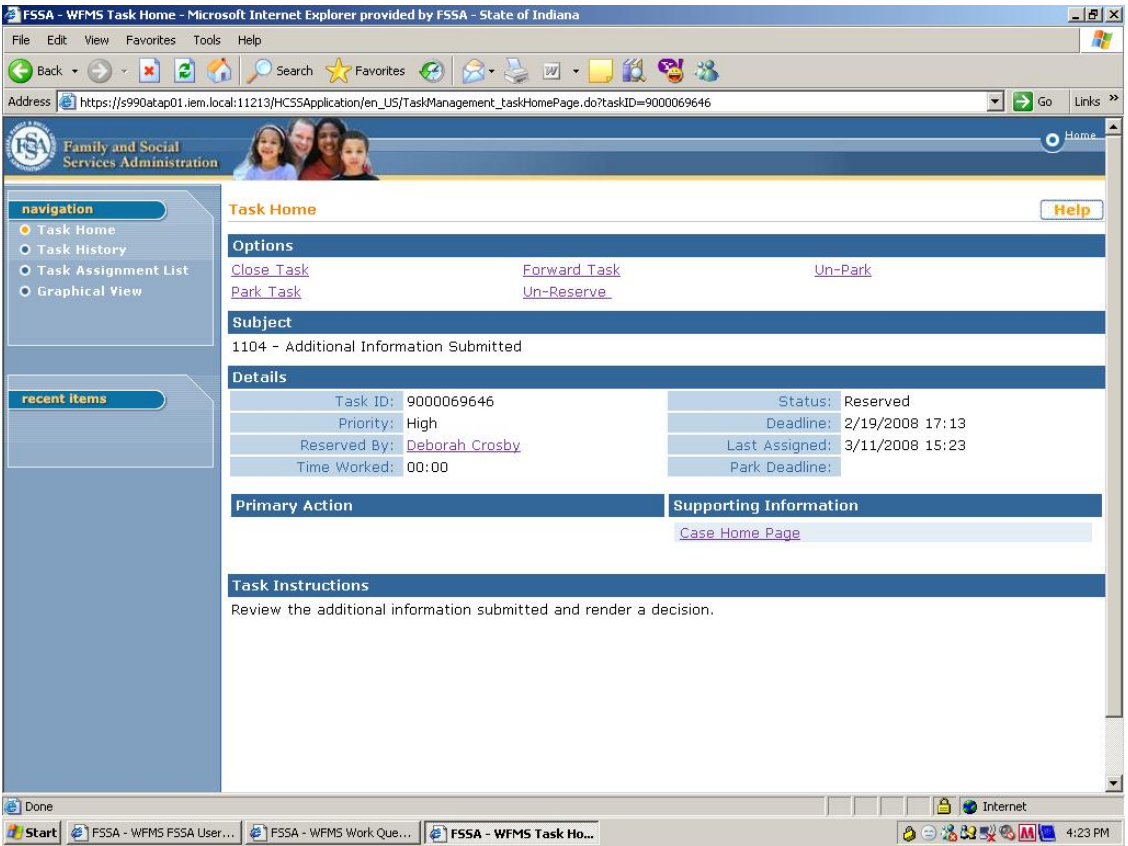
Step	MA D Application Pending MRT - Accelerated Decision (5 Days)
	 <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
6.	<p>Click on the <i>Task ID</i> for the MA D Application Pending MRT - Accelerated Decision (5 Days) task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
7.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 

20.0 Additional Information Submitted (to MRT)

Step	Additional Information Submitted																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000069646</td><td>SUBMIT ONLINETESTTWO</td><td>1104 - Additional Information Submitted</td><td>Reserved</td><td>High</td><td>2/19/2008 17:13</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000069646	SUBMIT ONLINETESTTWO	1104 - Additional Information Submitted	Reserved	High	2/19/2008 17:13
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000069646	SUBMIT ONLINETESTTWO	1104 - Additional Information Submitted	Reserved	High	2/19/2008 17:13														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: Review the medical information and render a decision.</p>																		
3.	<p>Click on <i>Client Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div>Case Home Page</div> <p>The WFMS will navigate to the <i>Client Home Page</i> to access case information.</p>																		
4.	<p>From the <i>Client Home Page</i> click on Documents in the Left Navigation.</p>																		


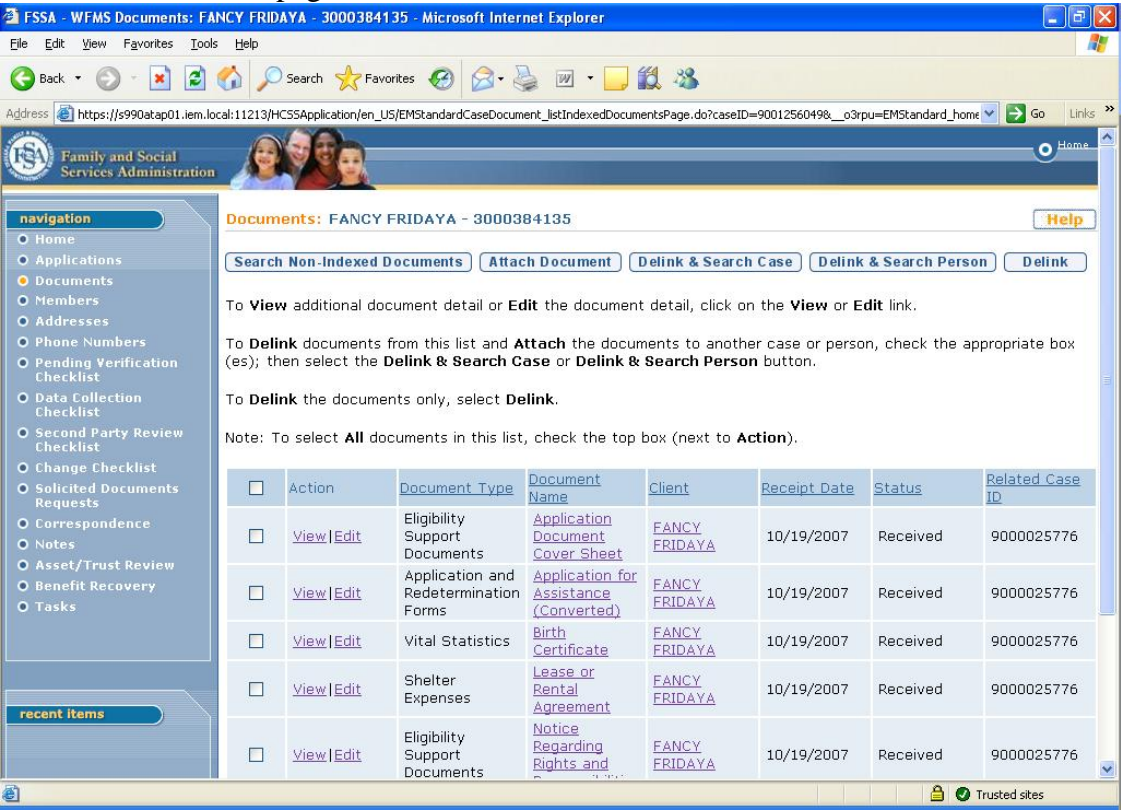
Step	Additional Information Submitted
	 <p>The WFMS will navigate to the <i>Document Home</i> Page.</p>
5.	<p>From the <i>Documents</i> page click on <i>Document Type</i>. The WFMS will sort all documents associated with the client alphabetically and chronologically within each document type. Then click on View of the applicable document(s).</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

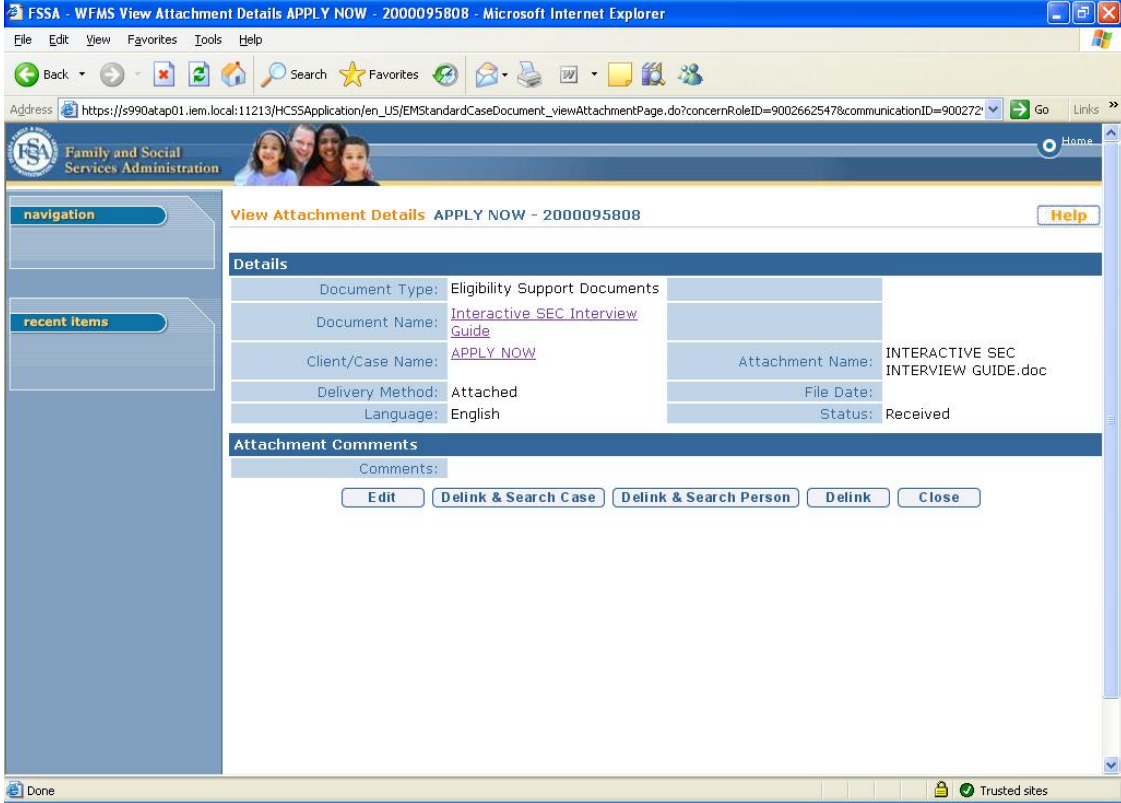

Step	Additional Information Submitted
	 <p>Click on Close to return to the Documents page.</p>
7.	<p>The task will be accessed by the Administrative Support staff. After review the documents to assure completeness, the task will be forwarded to the appropriate consultant for review. If the medical packet is incomplete, a user defined task entitled, “Medical Packet Incomplete” will be generated to the Applications - Adult queue for applications or the Changes-Adult queue for progress reports. Staff will notate in the user defined task the reason the medical evidence being incomplete.</p> <p>REFR TO FORWARD A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1 REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p>
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Additional Information Submitted task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>

Step	Additional Information Submitted
10.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 

21.0 Front-end Program Integrity Referral to Compliance Unit

Step	Front-end Program Integrity Referral to Compliance Unit																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000050073</td><td>HIP CASEENDTHREE</td><td>1085 - Front-end Program Integrity Referral to Compliance Unit</td><td>Reserved</td><td>High</td><td>12/10/2007 20:32</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000050073	HIP CASEENDTHREE	1085 - Front-end Program Integrity Referral to Compliance Unit	Reserved	High	12/10/2007 20:32
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000050073	HIP CASEENDTHREE	1085 - Front-end Program Integrity Referral to Compliance Unit	Reserved	High	12/10/2007 20:32														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: Suspected applicant fraud referral made.</p>																		
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div>Case Home Page</div> <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>																		
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>																		

Step	Front-end Program Integrity Referral to Compliance Unit
	 <p>The WFMS will navigate to the <i>Document Page</i>.</p>
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

Step	Front-end Program Integrity Referral to Compliance Unit
	
7.	Review the “Fraud Referral to the Bureau of Investigation” form and begin your investigation of the suspected applicant fraud.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Front-end Program Integrity Referral to Compliance Unit task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step

Front-end Program Integrity Referral to Compliance Unit

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Internet Options

Address: https://s990atp01.ilem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000050073 Go Links

Family and Social Services Administration

Task Home Help

Options

[Close Task](#) [Forward Task](#) [Un-Park](#)

[Park Task](#) [Un-Reserve](#)

Subject

1085 - Front-end Program Integrity Referral to Compliance Unit

Details

Task ID:	9000050073	Status:	Reserved
Priority:	High	Deadline:	12/10/2007 20:32
Reserved By:	Deborah Crosby	Last Assigned:	3/12/2008 20:06
Time Worked:	00:00	Park Deadline:	

Primary Action **Supporting Information**

[Case Home Page](#)

Task Instructions

Suspected applicant fraud referral made


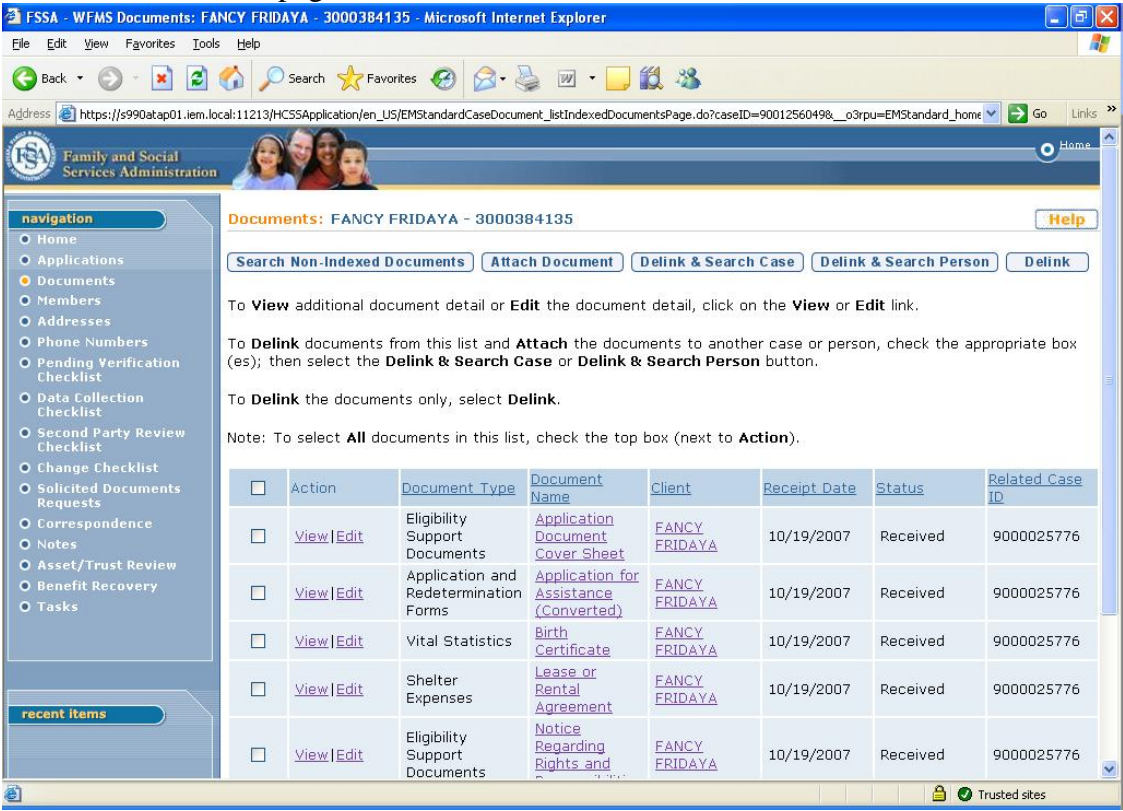
Done

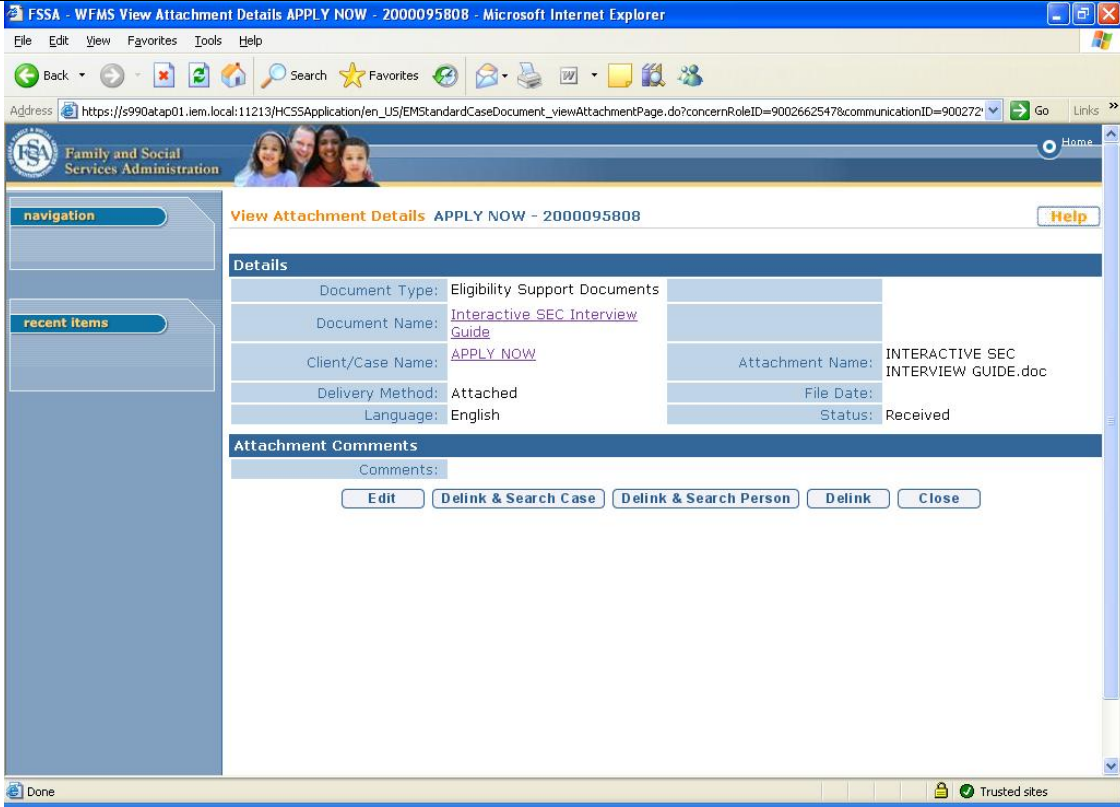

Start FSSA - WFMS Task Ho... FSSA - WFMS FSSA Supe...

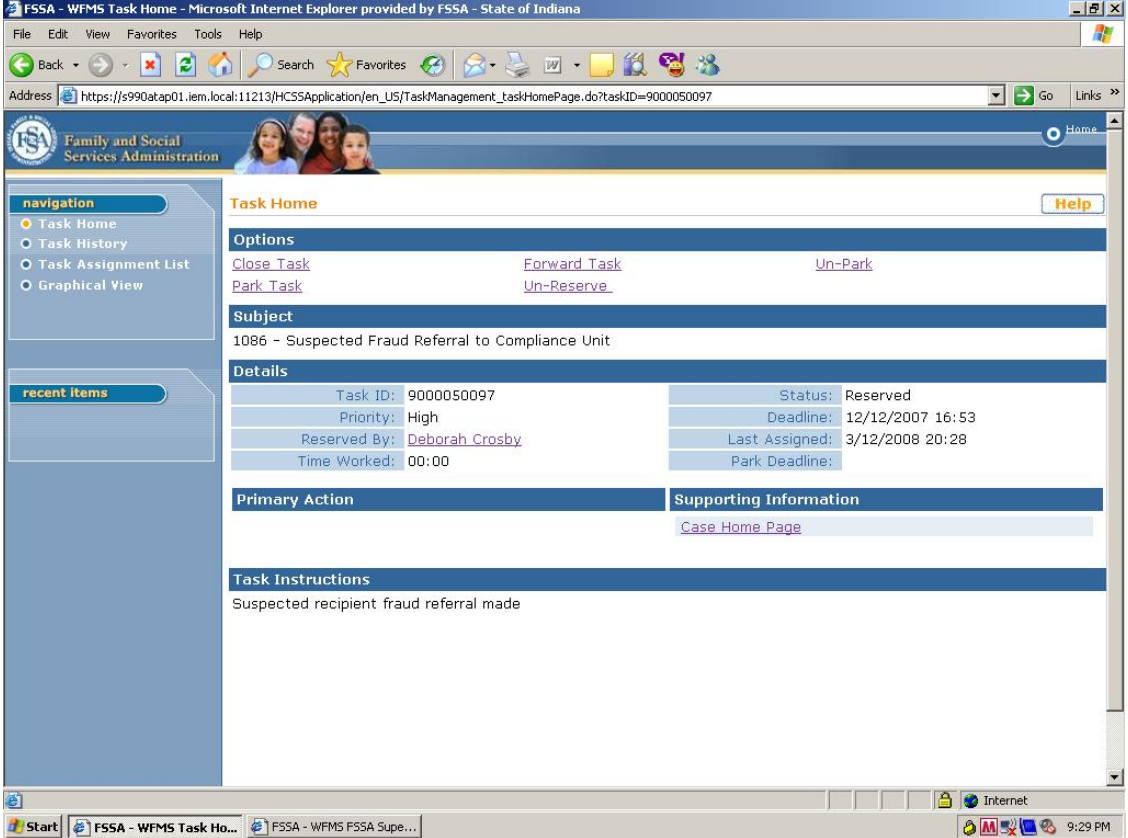
Internet 9:07 PM

22.0 Suspected Fraud Referral to Compliance Unit

Step	Suspected Fraud Referral to Compliance Unit																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000050097</td><td>HIP CASEENDTHREE</td><td>1086 - Suspected Fraud Referral to Compliance Unit</td><td>Reserved</td><td>High</td><td>12/12/2007 16:53</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000050097	HIP CASEENDTHREE	1086 - Suspected Fraud Referral to Compliance Unit	Reserved	High	12/12/2007 16:53
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000050097	HIP CASEENDTHREE	1086 - Suspected Fraud Referral to Compliance Unit	Reserved	High	12/12/2007 16:53														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: Suspected recipient fraud referral made.</p>																		
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div>Case Home Page</div> <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>																		
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>																		


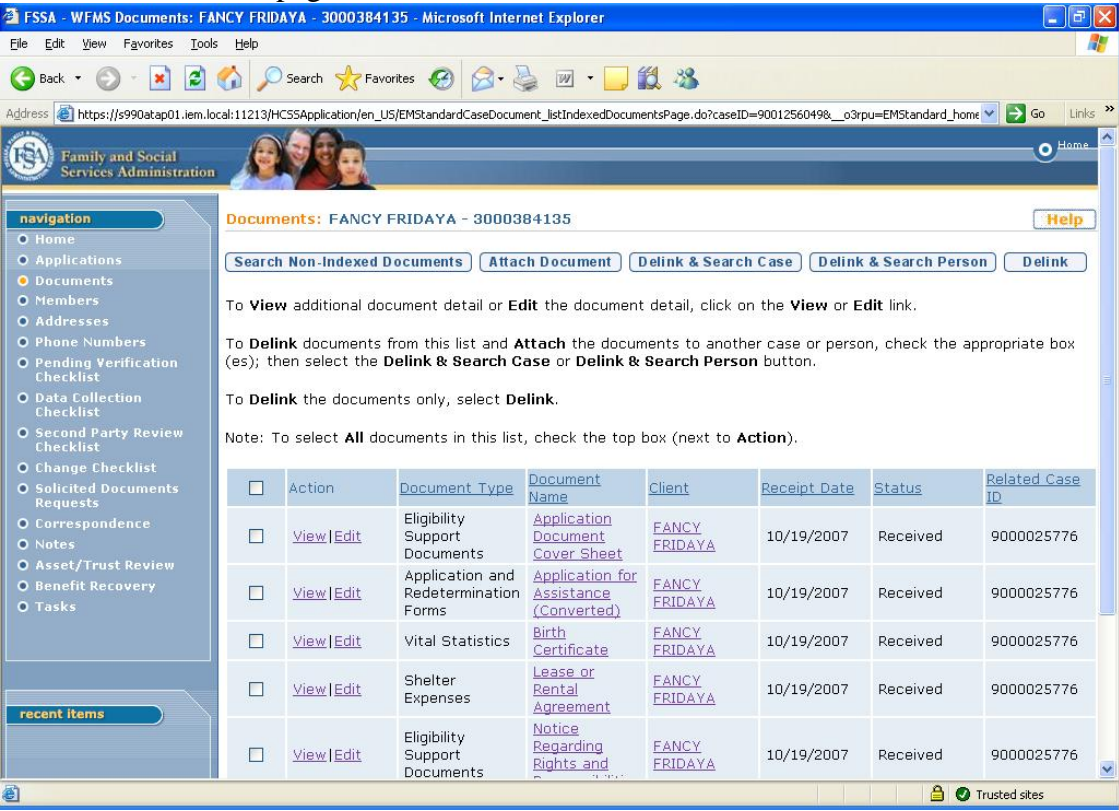
Step	Suspected Fraud Referral to Compliance Unit
	 <p>The WFMS will navigate to the <i>Document Page</i>.</p>
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

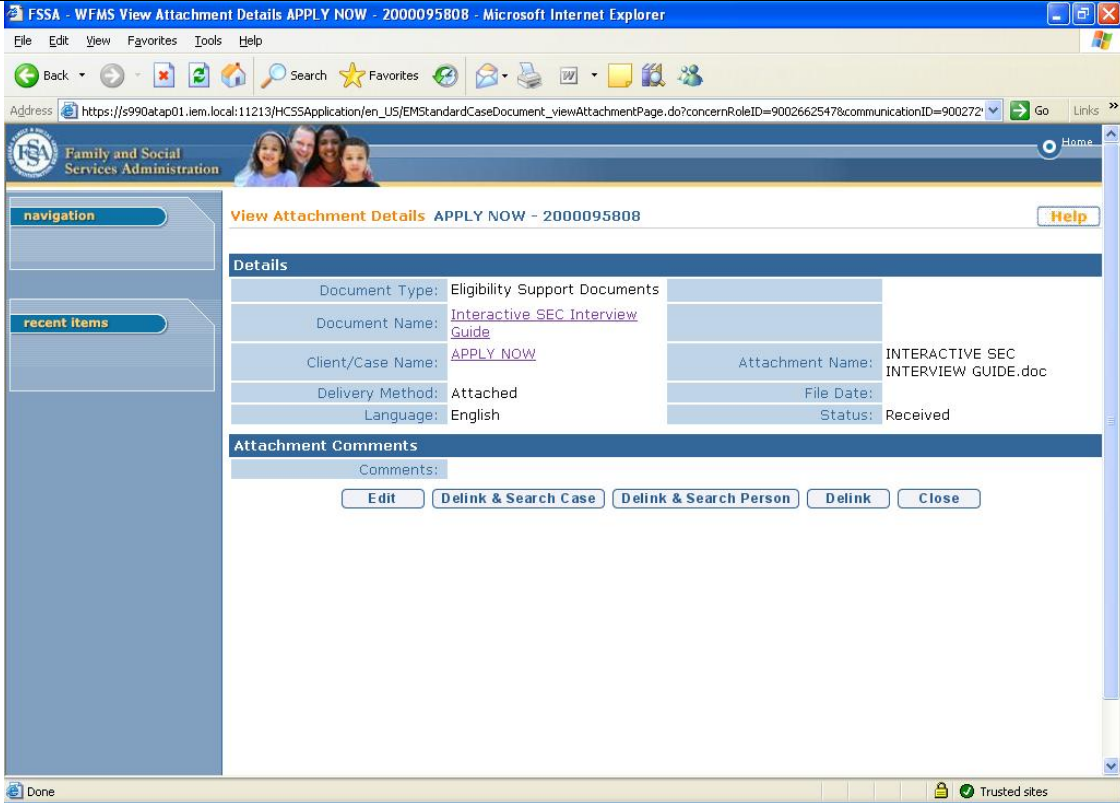

Step	Suspected Fraud Referral to Compliance Unit
	
7.	Review the Fraud Referral to the Bureau of Investigation form and begin your investigation of the suspected recipient fraud.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Suspected Fraud Referral to Compliance Unit task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step	Suspected Fraud Referral to Compliance Unit
	

23.0 Response to Request for Additional Information (to Compliance Division)

Step	Response to Request for Additional Information																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td>9000050077</td><td>HIP CASEENDTHREE</td><td>1088 - Response to Request for Additional Information</td><td>Reserved</td><td>High</td><td>12/11/2007 16:35</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	9000050077	HIP CASEENDTHREE	1088 - Response to Request for Additional Information	Reserved	High	12/11/2007 16:35
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
9000050077	HIP CASEENDTHREE	1088 - Response to Request for Additional Information	Reserved	High	12/11/2007 16:35														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: Requested additional information has been forwarded.</p>																		
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div>Case Home Page</div> <p>The WFMS will navigate to the <i>Case Home Page</i> to access case information.</p>																		
4.	<p>From the <i>Case Home Page</i> click on Documents in the Left Navigation.</p>																		

Step	Response to Request for Additional Information
	 <p>The WFMS will navigate to the <i>Document Page</i>.</p>
5.	<p>From the <i>Documents</i> page click view of the documents associated with the task.</p>  <p>The WFMS will navigate to the <i>View Document Details</i> screen.</p>
6.	<p>Within the <i>View Document Details</i> screen click on the document name hyperlink to access documents associated with the task.</p>

Step	Response to Request for Additional Information
	
7.	Review the document(s) and resume your investigation of the suspected recipient fraud.
8.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
9.	<p>Click on the <i>Task ID</i> for the Response to Request for Additional Information task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
10.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step

Response to Request for Additional Information

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Internet Options

Address: https://s990atp01.ilem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskID=9000050077 Go Links

Family and Social Services Administration

Task Home Help

navigation

- Task Home
- Task History
- Task Assignment List
- Graphical View

recent items

Options

[Close Task](#) [Forward Task](#) [Un-Park](#)
[Park Task](#) [Un-Reserve](#)

Subject

1088 - Response to Request for Additional Information

Details

Task ID:	9000050077	Status:	Reserved
Priority:	High	Deadline:	12/11/2007 16:35
Reserved By:	Deborah Crosby	Last Assigned:	3/12/2008 20:20
Time Worked:	00:00	Park Deadline:	

Primary Action **Supporting Information**

[Case Home Page](#)

Task Instructions

Requested additional information has been forwarded

Done

Start FSSA - WFMS Task Ho... FSSA - WFMS FSSA Supe... Internet 9:20 PM

24.0 Request for Additional Information from Compliance Unit

Step	Request for Additional Information from Compliance Unit
1.	<p>Compliance Division will create the “Request for Additional Information from Compliance Unit” task which must be routed to either the Front-end Program Integrity (WG10) queue for suspected applicant fraud or the Benefit Recovery (WG5) queue for suspected recipient fraud, and include the requested information necessary for the investigation to be completed. The requested information must be contained on a separate document and that document attached to the case in WFMS.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p> <p>REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).</p>

25.0 Compliance Division Results for Front-end Program Integrity Review



Step	Compliance Division Results for Front-end Program Integrity Review
1.	<p>Compliance Division will create the “Compliance Division Results for Front-end Program Integrity Review” task which must be routed to the Front-end Program Integrity (WG10) queue and include results of their investigation. The results of their investigation must be contained on a separate document and that document attached to the case in WFMS.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p> <p>REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).</p>

26.0 Compliance Division Results for Suspected Fraud Referral

Step	Compliance Division Results for Suspected Fraud Referral
1.	<p>Compliance Division will create the “Compliance Division Results for Suspected Fraud Referral” task which must be routed to the Benefit Recovery (WG5) queue and include results of their investigation. The results of their investigation must be contained on a separate document and that document attached to the case in WFMS.</p> <p>REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1</p> <p>REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).</p>

27.0 Queue Monitor

The Queue Monitor will manage the queues and subscribe staff to queues, as necessary, to ensure timely processing.

Step	Queue Monitor
1.	<p>From the <i>User Home Page</i> click on <i>Work Queue Dashboard</i> in the left navigation.</p>  <p>WMS will navigate to the <i>Work Queue Dash Board</i>.</p>
2.	<p>View <i>Subscribed Work Queues</i> for task data to determine if a reallocation of users is needed. For each of the queues, the system will display the number of tasks that are overdue, due today, and due in the next day along with the number of users subscribed to the queue.</p>  <p>Click on the <i>Manage Users</i> link in the <i>Action</i> column for changing users in that individual Work Queue.</p> <p>WMS will navigate to the <i>Manage Work Queue Users</i> page for the selected queue.</p>
3.	<p>From the <i>Manage Work Queue User</i> page, the system will display a list of all the users subscribed to the queue. The users can be added or removed by clicking on the <i>Select All</i>, <i>Deselect All</i> or by checking <i>Select/Deselect</i> checkbox for the individual user.</p>

Step	Queue Monitor
	<div data-bbox="344 247 1386 688"> </div> <p>The user clicks on the <i>Remove Users</i> button to remove the selected users from the queue or the user clicks on the <i>Add Users</i> button to subscribe additional users to the queue.</p> <p>The system navigates the user to the <i>Add Users to the Work Queue</i> screen.</p>
4.	<div data-bbox="344 1045 1464 1688"> </div> <p>The system subscribes the selected users to the work queue and navigates the user back to the <i>Work Queue Dashboard</i>.</p>

28.0 Fraud Referrals Received Via the Fraud Hotline

Central office staff will take the report of fraud and modify the Hotline Referral form with the information provided and save a copy of the modified form to their desktop.

Step	Fraud Referrals Received Via the Fraud Hotline
1.	Policy will search WFMS to find any applicable case. REFER TO (INSERT HYPERLINK) SEARCH INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1
2.	Policy will attach the modified Hotline Referral form to the case in WFMS. REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER IN WFMS WORK INSTRUCTIONS (Section 3.11.4.12, Steps 1 - 12).
3.	Policy will create a User Defined task and route it to WG5. REFER TO (INSERT HYPERLINK) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1